

1 The purpose of these measures is to compare the database update functions for
2 BellSouth retail and the CLECs. The Database Update Information performance
3 measurements are as follows:

- 4 • Average Database Update Interval;
- 5 • Percent Database Update Accuracy; and
- 6 • Percent NXXs and LRNs Loaded by the LERG Effective Date.

7 The standard for the Interval measurement is parity-by-design. The standard for the
8 Accuracy and the NXX / LRN load effective date measurements is a benchmark.

9 **E911**

10
11 The E911 performance measurements are as follows:

- 12 • Timeliness;
- 13 • Accuracy; and
- 14 • Mean Interval to deliver service.

15 The purpose of these measures is to review the E911 functions for BellSouth retail
16 and CLEC calls. The BellSouth equipment provides parity by design. The switching
17 and E911 equipment function on a per call basis without knowledge of the call's
18 origination.

1 **Trunk Group Performance**

2
3 The purpose of these measurements is to provide a comparison of BellSouth retail
4 and CLEC trunking operations. The trunk blockage measure assesses the
5 performance of trunk groups administered by BellSouth that are outgoing from
6 BellSouth's switches to CLECs' switches. The Trunk Group performance
7 measurements are as follows:

- 8 • Trunk Group Blockage (Summary) and
9 • Trunk Group Blockage (Detail).

10 The Trunk Group Performance report is covered in detail later in this Exhibit.

11 **Collocation**

12
13 The Collocation measurements provide information regarding the timeliness of the
14 provisioning by BellSouth of collocation arrangements to CLECs. The Collocation
15 performance measures are as follows:

- 16 • Average Response Time;
17 • Average Arrangement Time; and
18 • Percentage of Due Dates Missed.

1 The metrics are disaggregated by virtual and physical orders. Because BellSouth
2 does not provide collocation to its retail units, these measures are evaluated against
3 benchmarks rather than retail analogues.

4 **Change Management**

5
6 The Change Management performance measurements are as follows:

- 7 • Timeliness of Change Notices;
- 8 • Average Delay Days for Change Notices;
- 9 • Timeliness of Documents associated with Change;
- 10 • Change Management Documentation Average Delay Days; and
- 11 • Notification of CLEC Interface Outages.

12 Because BellSouth does not provide a change management process to its retail units,
13 these measures are evaluated against benchmarks rather than retail analogues.

14 **Bona Fide / New Business Request Process**

15
16 The SQM for Bona Fide / New Business Requests are as follows:

- 17 • Percentage of BFR/NBR Requests Processed within 30 Business Days and

- Percentage of Quotes Provided for Authorized BFR/NBR Requests
Processed Within X (10/30/60) Business Days.

III. ANALYSIS OF PERFORMANCE MEASUREMENTS

A. Introduction

Attachment 1H is the Monthly State Summary (MSS) for Tennessee for January 2002. The MSS contains 2,328 sub-metrics based on the Georgia Public Service Commission (GPSC) Docket 7892-U. As shown in Attachment 1H, in January, BellSouth met or exceeded the benchmark/retail analogue criteria for 650 of 727 sub-metrics, or 89%, for which there were both established benchmarks/retail analogues and CLEC activity. As shown in Attachment 1G, in December, BellSouth met or exceeded the benchmark/retail analogue criteria for 606 of 690 sub-metrics, or 88%, for which there were both established benchmarks/retail analogues and CLEC activity. Attachment 1F shows, in November, that BellSouth met or exceeded the benchmark/retail analogue criteria for 642 of 760 sub-metrics, or 84%, for which there were both established benchmarks/retail analogues and CLEC activity.

As explained previously, three of the measures were identified by BellSouth as having deficiencies in their calculations and were investigated and evaluated for appropriate program code corrections. These three measures were Average Jeopardy

1 Notice Interval, FOC & Reject Completeness (including the “Multiple Responses”
2 sub-metrics), and LNP Disconnect Timeliness. Program coding modifications have
3 been completed for the FOC and Reject Completeness measure. A variation on the
4 FOC & Reject Response Completeness (O-11) measurement, FOC/Reject
5 Completeness (Multiple Responses), indicates the proportion of times that multiple
6 FOCs/Rejects for an LSR are returned. The Georgia PSC did not order this measure
7 to be implemented. Also, this measurement can be misleading because sometimes
8 multiple responses are required for efficient operation of the business, such as when a
9 second FOC is returned to notify a CLEC when a jeopardy is cleared. Consequently,
10 while BellSouth reports data on this measure in the Monthly State Summary,
11 BellSouth has not included it in the calculation of performance measurements that
12 had CLEC activity and has not addressed those sub-metrics in this Exhibit. The
13 Average Jeopardy Notice Interval measures are undergoing program-coding changes.
14 As these corrections are completed, the additional sub-metrics affected by the
15 changes will be included in the attachment updates. The LNP Disconnect Timeliness
16 measure is under review by the Georgia PSC. These measures are included in the
17 MSS and in the total number of measurements calculation (2,328), but are excluded
18 from the “Met/Total” (650/727) percentage calculations.
19
20 A more meaningful way to look at the data is in 3-month increments. BellSouth
21 calculated a 3-month result that includes all sub-metrics that are compared to a retail

1 analogue or benchmark and had activity in each of the three months of November and
2 December 2001 and January 2002.

3 The three-month figure is not an average of the individual months. Rather, it is an
4 analysis of those submetrics that had data for all three months. The three-month
5 denominator is the total number of submetrics that have data in all three months. The
6 numerator is the number of those submetrics that had “yes” in any two of the three
7 months.

8 During the three-month period, November 2001 through January 2002, again
9 adjusting for the measures mentioned above where appropriate, there were a total of
10 646 sub-metrics that had CLEC activity for all three months and that were compared
11 with either benchmarks or retail analogues. Of these 646 sub-metrics, 586 sub-
12 metrics (91%) satisfied the comparison criteria in at least two of the three months.

13
14 BellSouth’s performance results are equally strong for each of the major modes of
15 entry in Tennessee. BellSouth’s results in the following categories are based on the
16 percentage of all sub-metrics that had CLEC activity for all three months and met or
17 exceeded the statistical criteria for at least two of the last three months (November
18 2001 – January 2002) included with this Exhibit.

- 19 • For Resale, BellSouth met or exceeded the criteria for 139 of the 152 sub-
20 metrics or 91% for at least two of the last three months,

- 1 • For UNE, BellSouth met or exceeded the criteria for 323 of the 349 sub-
2 metrics or 93% for at least two of the last three months,
- 3 • For Local Interconnection Trunks (LIT), BellSouth met or exceeded the
4 criteria for 24 of the 26 sub-metrics or 92% for at least two of the last three
5 months,
- 6 • For OSS, BellSouth met or exceeded the criteria for 73 of the 85 sub-metrics
7 or 86% for at least two of the last three months,
- 8 • For Collocation, BellSouth met or exceeded the criteria for 3 of the 3 sub-
9 metrics or 100% for all three of the last three months, and

10 For the coordinated conversions (*i.e.*, hot cuts) BellSouth met the 15 minute
11 benchmark for 1,348 of the 1,352 scheduled conversions (B.2.12) or greater than 99%
12 for the three month period of November, December 2001 and January 2002. The
13 average interval for each cutover was 2.83 minutes during this period.

14 A third way to analyze the data is by performance on Key Measures. When
15 Tennessee data is analyzed based solely on the Key Measures, under a reasonable set
16 of assumptions, BellSouth's performance also is above 89% for all three months.
17 Thus, not only is BellSouth performing well on all of the measures against which it is
18 evaluated, it is performing equally well on the Key Measures that are of particular

1 importance to the FCC. The detailed results of this analysis, and the evaluation
2 criteria upon which it is based, are attached as Exhibit AJV-4.

3 Each sub-metric designated as having not satisfied the benchmark or BellSouth retail
4 analogue requirement for November, December 2001 and/or January 2002 is included
5 in this Exhibit. Each sub-metric discussed is labeled as to the month(s) the misses
6 occurred (November/December/January).

7
8 The following paragraphs will address specific performance measurements associated
9 with each checklist item.

10
11 **B. CHECKLIST ITEM 1 – INTERCONNECTION**

12
13 **Collocation**

14 BellSouth provides three separate collocation reports: 1) Average Response Time; 2)
15 Average Arrangement Time and 3) Percent of Due Dates Missed. Section E, Items
16 E.1.1.1 through E.1.3.3, provides these results. BellSouth met the approved
17 benchmarks for all sub-metrics with CLEC activity in November and December 2001
18 and January 2002.

19
20 **Local Interconnection Trunking**

21 **Trunking Reports**

1 Section C, Items C.1.1 to C.4.2 of the MSS contains data for ordering, provisioning,
2 maintenance and repair, and billing associated with Local Interconnection Trunks.

3
4 In November, December 2001 and January 2002, BellSouth met the applicable
5 benchmarks/analogues for 21 of the 25 (84%), 22 of the 25 (88%) and 21 of the 25
6 (84%) local interconnection trunking sub-metrics having CLEC activity. The sub-
7 metrics that did not meet the benchmarks/retail analogues for November, December
8 2001 and/or January 2002 are as follows:

9
10 Order Completion Interval / Local Interconnection Trunks (C.2.1) (November)

11 Seven of the eight orders in this sub-metric were completed on or before their due
12 dates in November 2001. One order, having a seventy-two day interval, should have
13 received an "L-Code" as a customer requested extended interval, and excluded from
14 this measurement. Without this order, BellSouth would have met the retail analogue
15 comparison for the sub-metric in November. BellSouth met the benchmark for this
16 sub-metric in December 2001 and January 2002.

17
18 Average Completion Notice Interval / Local Interconnection Trunks (C.2.7)

19 (November)

20 There were only eight orders for this sub-metric in November 2001. The small
21 universe of orders for this sub-metric does not provide a conclusive benchmark

1 comparison. BellSouth met the benchmark for this sub-metric in December 2001 and
2 January 2002.

3
4 Service Order Accuracy / Local Interconnection Trunks / < 10 Circuits / Non-
5 Dispatch (C.2.11.1.2) (November)

6 BellSouth met the standard for 24 of the 26 (92%) orders reviewed in this sub-metric
7 in November 2001. The 95% benchmark set a requirement of 25 of the 26 orders,
8 based on the quantity of orders in the sub-metric. BellSouth met the benchmark for
9 this sub-metric in December 2001 and January 2002.

10
11 Customer Trouble Report Rate / Local Interconnection Trunks / Dispatch (C.3.2.1)
12 (January)

13 In January 2002, there was 1 trouble reported for the 46,144 lines in service for the
14 sub-metric, a trouble report rate of only 0.002%. When BellSouth provisions high
15 quality service coupled with very large universe sizes, it can cause an apparent out of
16 equity condition from a quantitative viewpoint. In these cases, there is very little
17 variation and the universe size is so large that the Z-test becomes overly sensitive to
18 any difference. In other words, the statistical test shows that the measurement does
19 not meet the fixed critical value when compared with the retail analogue, but
20 BellSouth's actual performance for both CLECs and its own retail operations is at a
21 very high level – in this case, over 99.9%. From a practical point of view, the
22 CLECs' ability to compete has not been hindered even though the statistical results

1 may technically show that BellSouth failed to meet the benchmark/analogue.

2 BellSouth met the retail analogue comparison for this sub-metric in November and
3 December 2001.

4
5 Maintenance Average Duration / Local Interconnection Trunks / Dispatch (C.3.3.1)
6 (January)

7 There was only one report for this sub-metric in January 2002. The small universe
8 for this sub-metric does not provide a conclusive retail analogue comparison.

9 BellSouth met the retail analogue comparison for this sub-metric in November and
10 December 2001.

11
12 Maintenance Average Duration / Local Interconnection Trunks / Non-Dispatch
13 (C.3.3.2) (November/January)

14 There was only one report for this sub-metric in November 2001 and four reports in
15 January 2002. The small universe for this sub-metric does not provide a conclusive
16 retail analogue comparison. BellSouth met the retail analogue comparison for this
17 sub-metric in December 2001.

18
19 % Repeat Troubles within 30 Days / Local Interconnection Trunks / Non-Dispatch
20 (C.3.4.2) (December)

21 There were only two reports for this sub-metric in December 2001. The small
22 universe for this sub-metric does not provide a conclusive retail analogue comparison.

1 BellSouth met the retail analogue comparison for this sub-metric in November 2001
2 and January 2002.

3
4 **Local Interconnection Trunks – Billing**

5
6 Invoice Accuracy / Local Interconnection Trunks (C.4.1) (December/January)

7 The CLECs experienced Interconnection invoice accuracy rates that were less than
8 the rates for the invoices BellSouth sent to its retail customers during December 2001
9 and January 2002 (98.85% accuracy for BellSouth versus 96.87% for the CLEC
10 invoices in December 2001, and 99.08% accuracy for BellSouth compared to 98.14%
11 for CLECs in January 2002). The difference in December performance was the result
12 of some Universal Service Order Code (USOC) rate updates that were not loaded by
13 BellSouth in a timely manner. This issue has been covered with the appropriate
14 BellSouth personnel. The difference in January 2002 performance was the result of
15 Other Charges and Credits (OC&Cs) that were issued in January to recover E911
16 billing for November 2001. BellSouth failed to bill E911 for November 2001
17 because of computer program errors. As a preventative action plan, BellSouth will
18 improve the process it uses to test program changes. BellSouth met the retail
19 analogue comparison for this sub-metric in November 2001.

20
21 Mean Time to Deliver Invoices – CABS / Local Interconnection Trunks (C.4.2)
22 (December)

1 The CLECs experienced Interconnection invoice delivery rates that were slightly
2 higher than the rates for BellSouth's retail customers during December 2001 (4.85
3 days for BellSouth versus 4.97 days for CLECS). The small difference in
4 performance was the result of recent shifts in workloads within the BellSouth Bill
5 Distribution department. BellSouth met the retail analogue comparison for this sub-
6 metric in November 2001 and January 2002.

7
8 **Trunk Blockage**

9 Item C.5.1 (TGP) of the MSS shows the actual trunk blocking percentages by hour.
10 The Analogue/Benchmark for the Trunk Group Performance measure is any two
11 consecutive hours in 24 hours where CLEC blockage exceeds BellSouth blockage by
12 more than 0.5%. BellSouth met the approved analogue/benchmark for this measure
13 for November and December 2001 and January 2002.

14
15 **C. CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)**

16
17 This section addresses the measures associated with UNEs under checklist item 2.
18 Attachment 1H, Sections B.1 – B.3, provides data that is divided into Ordering,
19 Provisioning and Maintenance & Repair operations. The Ordering function is
20 disaggregated into 17 sub-metrics. The Provisioning function has 19 sub-metrics, and
21 there are 12 sub-metrics for the Maintenance & Repair function. All Ordering
22 measures will be included in this checklist item because of the overall relationship of

1 the electronic, partially electronic and manual processing of Local Service Requests
2 (LSRs). The Provisioning and Maintenance & Repair measures for the following
3 products are included in the checklist item as shown below:

4		
5	<u>Product</u>	<u>Checklist Item:</u>
6	Combo (Loop & Port)	#2 – Unbundled Network Elements
7	Combo (Other)	#2 – Unbundled Network Elements
8	Other Design	#2 – Unbundled Network Elements
9	Other Non-Design	#2 – Unbundled Network Elements
10	xDSL Loop	#4 – Unbundled Local Loops
11	UNE ISDN Loop	#4 – Unbundled Local Loops
12	Line Sharing	#4 – Unbundled Local Loops
13	2w Analog Loop Design	#4 – Unbundled Local Loops
14	2w Analog Loop Non Design	#4 – Unbundled Local Loops
15	2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
16	2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
17	2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
18	2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
19	Digital Loop < DS1	#4 – Unbundled Local Loops
20	Digital Loop => DS1	#4 – Unbundled Local Loops
21	Local Interoffice Transport	#5 – Unbundled Local Transport
22	Switch Ports	#6 – Unbundled Local Switching

1 INP Standalone #11 – Local Number Portability
2 LNP Standalone #11 – Local Number Portability
3

4 An overall review of the UNE sub-metrics for Ordering, Provisioning, Maintenance
5 & Repair and Billing indicates that BellSouth met the benchmark/retail analogue
6 criteria for 84% of the sub-metrics with CLEC activity in November, for 90% of the
7 sub-metrics in December 2001 and for 92% of the sub-metrics in January 2002.

8
9 During the three-month period, November 2001 through January 2002, there were
10 349 UNE sub-metrics that had data for all three months and were compared to
11 benchmarks or retail analogues. Of those 349 sub-metrics, 323 (93%) sub-metrics
12 met the relevant criteria for at least two of the three months.

13
14 **UNE Ordering Measures**

15
16 Items B.1.1 – B.1.19 in the MSS show data for Percent Rejected Service Requests,
17 Reject Interval, FOC Timeliness and FOC & Reject Response Completeness. These
18 reports are disaggregated by interface type (electronic, partial electronic and manual),
19 as well as product type.

20
21 **Reject Interval**

1 Items B.1.4 - B.1.8 examine the Reject Interval measurement. For LSRs submitted
2 electronically, the benchmark is 97% within one hour. In both November and
3 December 2001, BellSouth returned 91% of the rejected electronic service requests
4 within the 1-hour benchmark period. In January 2002, 95% of fully electronic rejects
5 for UNE LSRs were delivered within the one-hour time period. (See the write-up for
6 Items B.1.4.2 – B.1.4.17 below for further discussion concerning electronically
7 submitted orders.)

8
9 For partially electronic orders, which are LSRs submitted electronically but require
10 service representative intervention, the benchmark is 85% returned within 10 hours.
11 BellSouth exceeded the 10-hour benchmark in November and December 2001 and
12 January 2002 by returning 96%, 91% and 97%, respectively, of partially electronic
13 rejects within the benchmark interval.

14
15 For manual orders, the current benchmark is 85% within 24 hours. BellSouth also
16 exceeded this requirement in November and December 2001 and January 2002, with
17 98%, 98% and 99%, respectively, of the LSRs submitted manually being returned to
18 the CLECs within the 24-hour time period.

19
20 The following sub-metrics did not meet the established benchmarks in November,
21 December 2001 and/or January 2002:

Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3)

(November/December/January)

Reject Interval / xDSL / Electronic (B.1.4.5) (January)

Reject Interval / Line Sharing / Electronic (B.1.4.7) (November/December/January)

Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8)

(November/December/January)

Reject Interval / 2w Analog Loop Non-Design / Electronic (B.1.4.9) (November)

Reject Interval / Other Design / Electronic (B.1.4.14) (November/December/January)

Reject Interval / Other Non-Design / Electronic (B.1.4.15)

(November/December/January)

Reject Interval / LNP (Standalone) / Electronic (B.1.4.17) (November/December)

The current benchmark for these sub-metrics is $\geq 97\%$ within one hour. BellSouth's root cause analysis determined that a number of LSRs that did not meet the one-hour benchmark were submitted when back-end legacy systems were out of service and were unable to process the LSRs. Because such LSRs should be excluded from the measurement, BellSouth implemented a coding change in PMAP, intended to ensure that scheduled OSS downtime was properly excluded. This change was made with September 2001 data and was expected to improve sub-metric results for Reject Interval performance.

The coding change assumed that EDI and TAG timestamps reflected Eastern Time.

However, the timestamps used by EDI and TAG actually reflects Central time. As a

1 result of this discrepancy, an hour is being added during PMAP timestamp
2 “synchronization,” which causes the results to inaccurately reflect the reject Interval
3 duration. A change to address this issue for EDI was implemented effective with
4 February 2002 data, and BellSouth is in the process of scheduling a similar change
5 for TAG. BellSouth’s root cause analysis has determined that, had the scheduled
6 OSS downtime exclusion been properly implemented, BellSouth’s Reject Interval
7 performance would generally have met the Commission’s benchmark.

8
9 BellSouth’s root cause analysis also identified an additional issue that impacts the
10 electronic Reject Interval sub-metrics. This issue arises when a fully mechanized
11 Firm Order Confirmation (“FOC”) is followed by a manual Clarification, a scenario
12 that occurs when the Local Carrier Service Center (“LCSC”) must resolve specific
13 types of errors after the issuance of the FOC. This issue distorts the timeliness of
14 BellSouth’s electronic reject notices, and BellSouth is currently analyzing this
15 situation to determine an appropriate solution.

16
17 Reject Interval / Line Sharing / Partially Electronic (B.1.7.7) (December)

18 There were only six LSRs rejected in this sub-metric for December 2001. Such a
19 small universe does not provide a conclusive benchmark comparison. BellSouth met
20 the benchmark for this sub-metric in November 2001 and January 2002.

Reject Interval / 2W Analog Loop Design / Partially Electronic (B.1.7.8)

(November/December)

BellSouth returned 13 of the 17 rejected LSRs within the benchmark interval in November and met the interval for 7 of the 10 LSRs in December 2001. The 85% benchmark required that 15 of the 17 rejects for November and 9 of the 10 rejects for December meet the 10-hour interval. BellSouth met the benchmark for this sub-metric in January 2002.

Reject Interval / 2W Analog Loop Non-Design / Partially Electronic (B.1.7.9)

(November/January)

There were only four LSRs rejected for this sub-metric in November 2001 and two LSRs rejected in January 2002. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in December 2001.

Reject Interval / 2W Analog Loop w/LNP Design / Partially Electronic (B.1.7.12)

(January)

BellSouth met the 10-hour benchmark for 30 of the 41 rejected LSRs for this sub-metric in January 2002. The 85% benchmark set a requirement of 35 of the 41 orders returned. BellSouth met the benchmark for this sub-metric in November and December 2001.

Reject Interval / LNP Standalone / Partially Electronic (B.1.7.17) (November)

BellSouth returned 42 of the 52 rejects for LSRs in this sub-metric within the 10-hour benchmark period in November 2001. The 85% benchmark set a requirement of 45 of the 52 orders returned, based on the quantity of orders for the sub-metric.

BellSouth met the benchmark for this sub-metric in December 2001 and January 2002.

Reject Interval / UNE ISDN / Manual (B.1.8.6) (November)

BellSouth returned 20 of the 24 rejects for LSRs in this sub-metric within the 24-hour benchmark period in November 2001. The 85% benchmark set a requirement of 21 of the 24 orders returned, based on the quantity of orders for the sub-metric.

BellSouth met the benchmark for this sub-metric in December 2001 and January 2002.

FOC Timeliness

For LSRs submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. For partially electronic LSRs, the benchmark is 85% returned within 10 hours. For LSRs submitted manually, the benchmark is 85% returned within 36 hours.

In November and December 2001 and January 2002, BellSouth exceeded the relevant benchmark with 98%, 99% and 99%, respectively, of all FOCs returned within the

1 benchmark interval. The sub-metrics that did not meet the benchmark in November,
2 December 2001 and/or January 2002 are as follows:

3
4 FOC Timeliness / 2W Analog Loop Non-Design / Partially Electronic (B.1.12.9)
5 (December)

6 There was only one order for this sub-metric in December 2001. The small universe
7 of orders for this sub-metric does not provide a conclusive benchmark comparison.
8 BellSouth met the benchmark for this sub-metric in January 2002. There was no
9 CLEC activity for this sub-metric in November 2001.

10
11 FOC Timeliness / Other Non-Design / Partially Electronic (B.1.12.15) (November)

12 BellSouth met the 10-hour benchmark for 53 of the 67 FOCs returned for this sub-
13 metric in November 2001. The 85% benchmark set a requirement of 57 67 FOCs
14 returned, based on the quantity of orders for this sub-metric. BellSouth met the
15 benchmark for this sub-metric in December 2001 and January 2002.

16
17 FOC Timeliness / LNP Standalone / Partially Electronic (B.1.12.17) (November)

18 BellSouth met the 10-hour benchmark for 77 of the 91 FOCs returned for this sub-
19 metric in November 2001. The 85% benchmark set a requirement of 78 FOCs
20 returned, based on the quantity of orders in this sub-metric. BellSouth met the
21 benchmark for this sub-metric in December 2001 and January 2002.

FOC & Reject Response Completeness

The following FOC & Reject Response Completeness sub-metrics did not meet the benchmarks for November, December 2001 and/or January 2002:

FOC & Reject Response Completeness / xDSL / TAG / Electronic (B.1.14.5.2)

(November)

BellSouth met the benchmark criteria for 65 of the 70 responses for this sub-metric in November 2001. The 95% benchmark set a requirement of 67 of the 70 responses, based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in December 2001 and January 2002.

FOC & Reject Response Completeness / Line Sharing / EDI / Electronic (B.1.14.7.1)

(November/December)

There were only five LSRs for this sub-metric in November and one LSR in December 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in January 2002.

FOC & Reject Response Completeness / 2w Analog Loop Non-Design / TAG /

Electronic (B.1.14.9.2) (November)

There were only two LSRs for this sub-metric in November 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison.

1 BellSouth met the benchmark for this sub-metric in January 2002. There was no
2 CLEC activity for this sub-metric in December 2001.

3
4 FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design / EDI /
5 Electronic (B.1.14.12.1) (November/December)

6 BellSouth met the benchmark criteria for 26 of the 28 responses for this sub-metric in
7 November and for 8 of the 9 responses in December 2001. The 95% benchmark set a
8 requirement of 27 of the 28 responses for November and all 9 of 9 responses in
9 December, based on the quantity of orders for this sub-metric. BellSouth met the
10 benchmark for this sub-metric in January 2002.

11
12 FOC & Reject Response Completeness / Other Non-Design / EDI / Electronic
13 (B.1.14.15.1) (November)

14 BellSouth met the benchmark criteria for 14 of the 17 responses for this sub-metric in
15 November 2001. The 95% benchmark set a requirement of all 17 of the 17 responses
16 based on the quantity of LSRs for this sub-metric. BellSouth met the benchmark for
17 this sub-metric in January 2002. There was no CLEC activity for this sub-metric in
18 December 2001.

19
20 FOC & Reject Response Completeness / LNP Standalone / EDI / Electronic
21 (B.1.14.17.1) (November)

1 BellSouth met the benchmark criteria for 68 of the 72 responses for this sub-metric in
2 November 2001. The 95% benchmark set a requirement of 69 of the 72 responses
3 based on the quantity of LSRs for this sub-metric. BellSouth met the benchmark for
4 this sub-metric in December 2001 and January 2002.

5
6 FOC & Reject Response Completeness / xDSL / EDI / Partially Electronic
7 (B.1.15.5.1) (November)

8 There were only four LSRs for this sub-metric in November 2001. The small
9 universe for this sub-metric does not provide a conclusive benchmark comparison.
10 There was no CLEC activity for this sub-metric in December 2001. BellSouth met
11 the benchmark for this sub-metric in January 2002.

12
13 FOC & Reject Response Completeness / xDSL / TAG / Partially Electronic
14 (B.1.15.5.2) (November)

15 There were only eleven responses for this sub-metric in November 2001. The small
16 universe for this sub-metric does not provide a conclusive benchmark comparison.
17 BellSouth met the benchmark for this sub-metric in December 2001. There was no
18 CLEC activity for this sub-metric in January 2002.

19
20 FOC & Reject Response Completeness / 2w Analog Loop Non-Design / TAG /
21 Partially Electronic (B.1.15.9.2) (November)

1 There were only five responses for this sub-metric in November 2001. The small
2 universe for this sub-metric does not provide a conclusive benchmark comparison.

3 There was no CLEC activity for this sub-metric in either December 2001. BellSouth
4 met the benchmark for this sub-metric in January 2002.

5
6 FOC & Reject Response Completeness / Other Non-Design / EDI / Partially
7 Electronic (B.1.15.15.1) (November)

8 BellSouth met the standard criteria for 13 of the 14 responses returned for this sub-
9 metric in January 2002. The 95% benchmark required that all 14 of the 14 responses
10 meet the criteria. BellSouth met the benchmark for this sub-metric in November and
11 December 2001.

12
13 FOC & Reject Response Completeness / Local Interoffice Transport / Manual
14 (B.1.16.2) (January)

15 There were only four LSRs for this sub-metric in January 2002. The small universe
16 for this sub-metric does not provide a conclusive benchmark comparison. BellSouth
17 met the benchmark for this sub-metric in November 2001. There was no CLEC
18 activity for this sub-metric in December 2001.

19
20 FOC & Reject Response Completeness / Combo (Loop & Port) / Manual (B.1.16.3)
21 (November/December/January)

1 BellSouth met the benchmark criteria for 126 of the 155 responses for this sub-metric
2 in November, for 125 of the 136 responses in December 2001 and for 165 of the 182
3 responses returned in January 2002. The 95% benchmark set a requirement of 148 of
4 the 155 responses in November, 130 of the 136 responses in December and 173 of the
5 182 responses for January, based on the quantity of LSRs for this sub-metric.

6 BellSouth continues to focus on this measurement in order to improve results to meet
7 the benchmark.

8
9 FOC & Reject Response Completeness / UNE ISDN / Manual (B.1.16.6)
10 (November/December/January)

11 BellSouth met the benchmark criteria for 88 of the 99 responses for this sub-metric in
12 November, for 81 of the 94 responses returned in December 2001 and for 94 of the
13 107 responses returned in January 2002. The 95% benchmark set requirements of 95
14 of the 99 responses for November, 90 of the 94 responses for December and 102 of
15 the 107 responses for January, based on the quantity of LSRs for this sub-metric.

16 BellSouth continues to focus on this measurement in order to improve results to meet
17 the benchmark.

18
19 FOC & Reject Response Completeness / 2w Analog Loop Design / Manual
20 (B.1.16.8) (December)

21 BellSouth met the benchmark criteria for 167 of the 177 responses for this sub-metric
22 in December 2001. The 95% benchmark set a requirement of 169 of the 177

1 responses based on the quantity of LSRs for this sub-metric. BellSouth met the
2 benchmark for this sub-metric in November 2001 and January 2002.

3
4 FOC & Reject Response Completeness / 2w Analog Loop Non-Design / Manual
5 (B.1.16.9) (November/December/January)

6 BellSouth met the benchmark criteria for 179 of the 191 responses for this sub-metric
7 in November, for 119 of the 130 responses returned in December 2001 and for 201 of
8 the 220 responses returned in January 2002. The 95% benchmark set requirements of
9 182 of the 191 responses for November, 124 of the 130 responses in December and
10 209 of the 220 responses for January, based on the quantity of LSRs for this sub-
11 metric. BellSouth continues to focus on this measurement in order to improve results
12 to meet the benchmark.

13
14 FOC & Reject Response Completeness / Other Design / Manual (B.1.16.14)
15 (December)

16 BellSouth met the benchmark criteria for 222 of the 235 responses for this sub-metric
17 in December 2001. The 95% benchmark set a requirement of 224 of the 235
18 responses, based on the quantity of LSRs for this sub-metric. BellSouth met the
19 benchmark for this sub-metric in November 2001 and January 2002.

20
21 FOC & Reject Response Completeness / Other Non-Design / Manual (B.1.16.15)
22 (November)

1 BellSouth met the benchmark criteria for 759 of the 832 responses returned for this
2 sub-metric in November 2001. The 95% benchmark set a requirement of 791 of the
3 832 responses based on the quantity of LSRs for this sub-metric. BellSouth met the
4 benchmark for this sub-metric in December 2001 and January 2002.

5
6 FOC & Reject Response Completeness / INP Standalone / Manual (B.1.16.16)
7 (November/January)

8 BellSouth met the benchmark criteria for 27 of the 32 responses for this sub-metric in
9 November 2001 and for 22 of the 24 responses returned in January 2002. The 95%
10 benchmark set requirements of 31 of the 32 responses for November and 23 of the 24
11 responses for January, based on the quantity of LSRs for this sub-metric. BellSouth
12 met the benchmark for this sub-metric in December 2001.

13
14 FOC & Reject Response Completeness / LNP Standalone / Manual (B.1.16.17)
15 (November)

16 BellSouth met the benchmark criteria for 372 of the 393 responses for this sub-metric
17 in November 2001. The 95% benchmark set a requirement of 374 of the 393
18 responses, based on the quantity of LSRs for this sub-metric. BellSouth met the
19 benchmark for this sub-metric in December 2001 and January 2002.

20
21 Flow-Through

Attachment 1H, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated by customer type and for the Summary/Aggregate. The following table shows the Regional Flow-Through results for the November 2001 through January 2002 period as compared with the Interim SQM benchmarks.

% Flow-through Service Requests (F.1.1.1 – F.1.3.4)

<u>Customer Type</u>	<u>November 2001</u>	<u>December 2001</u>	<u>January 2002</u>	<u>Benchmark</u>
Residence	89.40%	89.50%	88.56%	95%
Business	75.18%	74.07%	74.56%	90%
UNE	79.66%	82.67%	85.50%	85%
LNP	91.24%	87.62%	92.81%	85%

The table above excludes those LSRs designed to “fall out” for manual handling. The business flow-through rate is well below the 90% objective. Business LSRs are more complex than the typical LSRs and, as a result, there is a greater probability for error. For example, an LSR requesting 10 lines with series completion hunting that are located over multiple floors and have a variation of features on the lines presents many more opportunities for system mismatches than one that adds just lines and features.

BellSouth has established a Flow-Through Improvement Program Management process that includes seven different internal organizations. Ongoing analysis is

1 being done to determine trends and identify flow-through problems. To date, fifteen
2 system enhancements have been identified and are targeted for Encore releases.
3 Three of the enhancements were implemented in August, five enhancements
4 implemented in November and two enhancements implemented in January 2002. The
5 remainder of the enhancements is scheduled for release during early 2002.

6
7 **UNE Provisioning Measures**

8 BellSouth met the relevant criteria for 89%, 92% and 93% of the overall UNE
9 Provisioning measurements in the months of November, December 2001 and January
10 2002, respectively. The following sub-metrics did not meet the applicable
11 benchmarks / retail analogues in November, December 2001 and/or January 2002:

12
13 Order Completion Interval / Combo Other / < 10 Circuits / Dispatch (B.2.1.4.1.1)
14 (November/January)

15 There were 13 orders completed for this sub-metric in November and 12 orders
16 completed in January 2002. The average completion interval was 13.62 days for the
17 CLEC orders compared to 5.51 days for the BellSouth retail analogue in November
18 and 12.08 days for CLECs compared to 5.43 days for the retail analogue in January.
19 This represents an 11% reduction in the CLEC interval and a 1% reduction in the
20 interval for the retail analogue. There were no systemic installation issues or patterns
21 identified for the orders in this sub-metric. BellSouth met the retail analogue
22 comparison for this sub-metric in December 2001.

1

2 % Jeopardies / Combo Other / Electronic (B.2.5.4) (January)

3 There were only two orders for this sub-metric in January 2002. The small universe
4 of orders for this sub-metric does not provide a statistically conclusive comparison to
5 the retail analogue. BellSouth met the retail analogue comparison for this sub-metric
6 in November and December 2001.

7

8 % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Non-
9 Dispatch (B.2.18.3.1.2) (November/December/January)

10 BellSouth met the due dates for 3,453 of the 3,458 installation appointments
11 scheduled for this sub-metric in November, for 3,943 of the 3,952 installation
12 appointments scheduled for December 2001 and for 4,245 of the 4,258 installation
13 appointments scheduled for January 2002. Both the CLECs and BellSouth retail had
14 more than 99.5% of the scheduled appointments for this sub-metric completed as
15 scheduled in all three months. When BellSouth provisions high quality service
16 coupled with very large universe sizes, it can cause an apparent out of equity
17 condition from a quantitative viewpoint. In these cases, there is very little variation
18 and the universe size is so large that the Z-test becomes overly sensitive to any
19 difference. In other words, the statistical test shows that the measurement does not
20 meet the fixed critical value when compared with the retail analogue, but BellSouth's
21 actual performance for both CLECs and its own retail operations is at a very high
22 level – in this case, over 99%. From a practical point of view, the CLECs' ability to

1 compete has not been hindered even though the statistical results may technically
2 show that BellSouth failed to meet the benchmark/analogue.

3
4 % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /
5 Dispatch-In (B.2.18.3.1.4) (November/December/January)

6 This sub-metric is a further disaggregation of Item B.2.18.3.1.2. BellSouth met the
7 due dates for 1,466 of the 1,471 installation appointments scheduled for this sub-
8 metric for November, for 1,657 of the 1,666 installation appointments scheduled for
9 December 2001 and for 1,741 of the 1,754 installation appointments scheduled for
10 January 2002. Both the CLECs and BellSouth retail had more than 99% of the
11 scheduled appointments for this sub-metric completed as scheduled in all three
12 months. From a practical point of view, the CLECs' ability to compete has not been
13 hindered even though the statistical results may technically show that BellSouth
14 failed to meet the benchmark/analogue.

15
16 % Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits /
17 Dispatch (B.2.18.3.2.1) (December)

18 There were only two orders for this sub-metric in December 2001. The small
19 universe of orders for this sub-metric does not provide a statistically conclusive
20 comparison to the retail analogue. BellSouth met the retail analogue comparison for
21 this sub-metric in November 2001 and January 2002.

1 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /

2 Dispatch (B.2.19.3.1.1) (January)

3 There were 20 troubles reported for this sub-metric in January 2002 for the 257 orders
4 completed in the prior 30 days. Of the 20 reported troubles, 3 (15%) were closed as
5 “no trouble found.” BellSouth met the retail analogue for this sub-metric in
6 November and December 2001.

8 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / Non-

9 Dispatch (B.2.19.3.1.2) (November/December)

10 There were no troubles reported for 95% or more of all orders for both the CLECs
11 and BellSouth retail for orders completed in the 30 days prior to either November or
12 December 2001. There were 158 reports for the 4,162 orders that completed in the 30
13 days prior to November and 150 trouble reports for the 3,458 orders completed in the
14 30 days prior to December 2001. The Customer Wholesale Interconnection Network
15 Service (CWINS) Center representatives are being retrained on proper order setup,
16 testing and cutover procedures. BellSouth expects this training to have a continuing
17 positive impact on its performance for CLECs. Of the 158 trouble reports for
18 November, 73 (46%) were closed as “no trouble found.” Of the 150 trouble reports
19 for December, 71 (47%) were closed as “no trouble found.” Without these reports,
20 the result for this sub-metric would have met the retail analogue for November and
21 December 2001. BellSouth met the retail analogue comparison for January 2002.

1 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / Switch
2 Based Orders (B.2.19.3.1.3) (December)

3 This sub-metric is a further disaggregation of Item B.2.19.3.1.2. There were no
4 troubles reported for 95% of all orders completed for both the CLECs and BellSouth
5 retail in the 30 days prior to December 2001. Of the 96 trouble reports for December,
6 47 (49%) were closed as “no trouble found.” Without these reports, the result for this
7 sub-metric would have met the retail analogue for December. BellSouth met the
8 retail analogue comparison for this sub-metric in November 2001 and January 2002.

9
10 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /
11 Dispatch-In (B.2.19.3.1.4) (November/January)

12 This sub-metric is a further disaggregation of Item B.2.19.3.1.2. There were no
13 troubles reported for 95% or more of all orders for both the CLECs and BellSouth
14 retail for orders completed in the 30 days prior to both November 2001 and January
15 2002. There were 71 trouble reports for the 1,876 orders completed in the 30 days
16 prior to November 2001. Of the 71 trouble reports for November, 33 (46%) were
17 closed as “no trouble found.” There were 63 trouble reports for the 1,666 orders
18 completed in the 30 days prior to January 2002. Of the 63 trouble reports for January,
19 27 (43%) were closed as “no trouble found.” Without these reports, the result for this
20 sub-metric would have met the retail analogue for November 2001 and January 2002.
21 BellSouth met the retail analogue for this sub-metric in December 2001.

1 % Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch

2 (B.2.19.14.1.1) (December)

3 There were only six orders for this sub-metric in December 2001. The small universe
4 of orders for this sub-metric does not provide a statistically conclusive comparison to
5 the retail analogue. BellSouth met the retail analogue comparison for this sub-metric
6 in November 2001 and January 2002.

8 % Provisioning Troubles w/i 30 Days / Other Non-Design / < 10 Circuits / Dispatch

9 (B.2.19.15.1.1) (December)

10 There were only two orders for this sub-metric in December 2001. The small
11 universe of orders for this sub-metric does not provide a statistically conclusive
12 comparison to the retail analogue. BellSouth met the retail analogue comparison for
13 this sub-metric in November 2001. There was no CLEC activity for this sub-metric
14 in January 2002.

16 Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /

17 Dispatch In (B.2.21.3.1.4) (November)

18 The root cause analysis of this measure indicated that the only differences between
19 the performance between BellSouth retail and CLECs are the mismatches found when
20 the orders are compared with the original LSRs. The start of the completion interval
21 is the point at which the technician completes the order, and the interval ends when
22 the completion notice is sent. Any change to a name, number of items, etc., occurring

1 during the provisioning process will generate inconsistencies with the original LSRs
2 that must be resolved before a final completion notice can be sent. Any time to
3 resolve these inconsistencies with the original LSRs is included in the average.
4 Because of numerous CLEC changes and order updates, mismatches on CLEC orders
5 exceed those for BellSouth retail orders. Combining this with the smaller base for the
6 CLECs' measurement raises the average, which sometimes results in a miss. Specific
7 Service Representatives within the Work Management Centers have been assigned to
8 resolve any completion issues that are required. Providing specific training and
9 dedicating personnel to this task should reduce the difference between the CLEC and
10 retail analogue results. BellSouth met the retail analogue comparison for this sub-
11 metric in December 2001 and January 2002.

12
13 Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch

14 (B.2.34.2.1.2) (November)

15 BellSouth met the standard for 284 of the 300 orders reviewed for this sub-metric in
16 November 2001. The 95% benchmark set a requirement of 285 of the 300 orders
17 reviewed for this sub-metric. BellSouth met the benchmark for this sub-metric in
18 December 2001 and January 2002.

19
20 Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch

21 (B.2.34.2.2.2) (November)

1 BellSouth met the standard criteria for 49 of the 58 orders reviewed for this sub-
2 metric in November 2001. The 95% benchmark set a requirement of 56 of the 58
3 orders reviewed, based on the number of orders for the sub-metric. BellSouth met the
4 benchmark for this sub-metric in December 2001 and January 2002.

5
6 **UNE Maintenance and Repair (M&R) Measures**

7
8 BellSouth met the applicable performance standard for 98%, 95% and 95% of the
9 overall UNE M&R measurements in November and December 2001 and January
10 2002, respectively. The sub-metrics that did not meet the fixed critical value for this
11 checklist item in November, December 2001 and/or December 2001 are as follows:

12
13 **% Missed Repair Appointments / Combo (Loop & Port) / Non-Dispatch (B.3.1.3.2)**
14 **(December)**

15 BellSouth met 344 of the 354 repair appointments scheduled for this sub-metric in
16 December 2001. No distinct patterns or systemic maintenance issues were identified
17 for any of the ten December misses. BellSouth met the retail analogue comparison
18 for this sub-metric in November 2001 and January 2002.

19
20 **% Missed Repair Appointments / Combo Other / Non-Dispatch (B.3.1.4.2)**
21 **(November)**

1 There were only three repair appointments scheduled for this sub-metric in November
2 2001. The small universe of orders for this sub-metric does not provide a statistically
3 conclusive comparison to the retail analogue. BellSouth met the retail analogue
4 comparison for this sub-metric in December 2001 and January 2002.

5
6 % Missed Repair Appointments / Other Non-Design/ Non-Dispatch (B.3.1.11.2)
7 (December)

8 BellSouth met 10 of the 12 repair appointments scheduled for this sub-metric in
9 December 2001. No patterns or systemic maintenance issues were identified for the
10 two missed appointments. BellSouth met the retail analogue comparison for this sub-
11 metric in November 2001 and January 2002.

12
13 % Repeat Troubles within 30 Days / Combo Other / Non-Dispatch (B.3.4.4.2)
14 (December/January)

15 There were only three orders for this sub-metric in December 2001 and only one
16 order in January 2002. The small universe of orders for this sub-metric does not
17 allow a statistically conclusive comparison to the retail analogue. BellSouth met the
18 retail analogue for this sub-metric in November 2001.

19
20 **Other UNE Measures**

21
22 **Pre-Ordering**

1 Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1) and Loop
2 Makeup Electronic (F.2.2) are included in the Pre-Ordering measurements. All
3 measures met the established benchmarks for November and December 2001 and
4 January 2002.

5
6 **Operations Support Systems**

7 The OSS/Preordering measures for which BellSouth did not meet the
8 benchmark/retail analogue in November, December 2001 and/or January 2002 were:

9
10 Average Response Interval / COFFI / RNS / Region (D.1.3.6.1) (November)

11 Average Response Interval / COFFI / ROS / Region (D.1.3.6.2) (November)

12 The CLECs received slightly longer response times from this system in November
13 2001 than for the retail analogue standard (6+ seconds average for CLECS compared
14 to 4+ to 5+ seconds for BellSouth). One November transaction was reported as
15 having a duration of approximately three days, while the average for all the rest of the
16 transactions was less than one second. BellSouth is investigating the cause of the
17 reported long duration transaction. BellSouth met the retail analogue comparison for
18 these sub-metrics in December 2001 and January 2002.

19
20 Average Response Interval / CRIS / Region (D.2.4.1.1/D.2.4.1)
21 (November/December/January)

1 The average response interval for this sub-metric is measured in three separate
2 disaggregations -- the percentage of queries that are responded to in less than 4
3 seconds, less than 10 seconds and greater than 10 seconds. The average response
4 interval for the CLEC requests did not meet the retail analogue intervals for the less
5 than 4-second disaggregation but exceeded both the less than 10 and greater than 10
6 seconds responses. For the 4-second interval, there was only approximately 1%
7 difference between the CLEC responses as compared with the retail analogue in all
8 three months. Both the CLECs and the retail analogue received approximately 99%
9 or more responses within the less than 10 second interval. Similarly, for the greater
10 than 10 seconds interval measure, the CLECs and the BellSouth retail analogue
11 received approximately 1% or less of responses in over 10 seconds. These very small
12 differences in response intervals indicate equivalent service levels for the CLECs and
13 BellSouth retail.

14
15 Average Response Interval / DLR / Region (D.2.4.3) (January)

16 The average response interval for this sub-metric is measured in three separate
17 disaggregations -- the percentage of queries that are responded to in less than 4
18 seconds, less than 10 seconds and greater than 10 seconds. The average response
19 interval for the CLEC requests did not meet the retail analogue intervals for the less
20 than 4-second disaggregation but exceeded the retail analogue response performance
21 for both the less than 10 and greater than 10 seconds responses. For the 4-second
22 interval, there was only approximately 1.5% difference between the CLEC responses

1 as compared with the retail analogue. The very small difference in the 4-second
2 response measure indicates virtually equivalent service levels for the CLECs and
3 BellSouth retail. BellSouth met the retail analogue comparison in November and
4 December 2001.

5
6 Average Response Interval / LMOS / Region (D.2.4.4.1/D.2.4.4, D.2.4.4.2/D.2.5.4,
7 D.2.4.4.3/D.2.6.4) (November/December)

8 The average response intervals for these sub-metrics are measured in three separate
9 disaggregations -- the percentage of queries that are responded to in less than 4
10 seconds, less than 10 seconds and greater than 10 seconds. For all three
11 measurements, the results were virtually identical in December, with all the measures
12 being less than 1% apart. In November, the difference in the less than 4-second
13 interval responses was less than 2%, while the differences in the less than 10-second
14 and greater than 10-second interval responses were less than 0.5%. These results
15 indicate virtually equivalent service levels for both the CLECs and BellSouth retail.
16 BellSouth met the retail analogue comparison for all three sub-metrics in January
17 2002.

18
19 Average Response Interval / LMOSupd / Region (D.2.4.5.1/D.2.4.5,
20 D.2.4.5.2/D.2.5.5, D.2.4.5.3/D.2.6.5) (November/December/January)

21 The average response interval for this sub-metric is measured in three separate
22 disaggregations. The percentage of queries that are responded to in less than 4

1 seconds, less than 10 seconds and greater than 10 seconds. For each of the three sub-
2 metrics, there was less than a 5% difference in the responses received by the CLECs
3 and BellSouth retail in each month. Differences of about 5%, or less, for all of these
4 intervals indicate virtually equivalent service levels for both the CLECs and
5 BellSouth retail.

6
7 Average Response Interval / LNP/ Region (D.2.4.6.1/D.2.4.6)

8 (November/December/January)

9 Average Response Interval / LNP/ Region (D.2.4.6.2/D.2.5.6, D.2.4.6.3/D.2.6.6)

10 (November)

11 The average response interval for this measurement is measured in three separate
12 disaggregations -- the percentage of queries that are responded to in less than 4
13 seconds, less than 10 seconds and greater than 10 seconds. In both December 2001
14 and January 2002, the average response interval for the CLEC requests did not meet
15 the retail analogue intervals for the less than 4-second disaggregation but exceeded
16 both the less than 10 and greater than 10 seconds responses. In December and
17 January, both the CLECs and BellSouth retail received over 99.1% of responses in
18 less than 4 seconds and less than 0.2% in more than 10 seconds. The less than one
19 percent difference for these intervals indicates virtually equivalent service levels for
20 the CLECs and BellSouth retail.

Average Response Interval / MARCH / Region (D.2.4.7.1/D.2.4.7, D.2.4.7.2/D.2.5.7,
D.2.4.7.3/D.2.6.7) (November/December)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. BellSouth missed the retail analogue comparison for this measure in November and December but met the retail analogue comparison for these sub-metrics in January 2002.

Average Response Interval / OSPCM / Region (D.2.4.8.1/D.2.4.8)
(December/January)

Average Response Interval / OSPCM / Region (D.2.4.8.2/D.2.5.8, D.2.4.8.3/D.2.6.8)
(December)

The average response interval for these sub-metrics is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. For the 4-second response measure, the CLEC response interval was 63.38% as compared to 76.69% for the retail analogue in December 2001 and 13.92% for CLECs as compared to 26.31% for the retail analogue in January 2002. For the less than 10 second response interval, the CLECs received 92.96% of their responses and the retail analogue received 98.29% in December. For the greater than 10 second response interval, the CLECs received 7.04% of their responses and the retail analogue received 1.71% in December. There were only 71 and 79 inquiries to this system in December 2001 and January 2002,

1 respectively. BellSouth met the retail analogue comparison for all three of these sub-
2 metrics in November 2001.

3
4 Average Response Interval / SOCS / Region (D.2.4.10.1/D.2.4.10.
5 D.2.4.10.2/D.2.5.10, D.2.4.10.3/D.2.6.10) (December)

6 The average response interval for these sub-metrics is measured in three separate
7 disaggregations -- the percentage of queries that are responded to in less than 4
8 seconds, less than 10 seconds and greater than 10 seconds. In December 2001, the
9 CLEC response interval was 98.70% within 4 seconds as compared to 99.75% for the
10 retail analogue. For the less than 10 second response interval, the CLECs received
11 98.87% of their responses and the retail analogue received 99.91% in December. For
12 the greater than 10 second response interval, the CLECs received 1.13% of their
13 responses and the retail analogue received 0.09% in December. The difference
14 between BellSouth retail results and CLEC results was only about 1% for each time
15 period. BellSouth met the retail analogue comparison for all three of these sub-
16 metrics in November 2001 and January 2002.

17
18 Average Response Interval / NIW / Region (D.2.4.11) (January)

19 The average response interval for this sub-metric is measured in three separate
20 disaggregations -- the percentage of queries that are responded to in less than 4
21 seconds, less than 10 seconds and greater than 10 seconds. In January, the average
22 response interval for the CLEC requests did not meet the retail analogue intervals for

1 the less than 4-second disaggregation but exceeded both the less than 10 and greater
2 than 10 seconds responses. The CLEC response interval was 85.67% within 4
3 seconds in January, as compared with 87.02% for the retail analogue. The small
4 difference between the CLEC and retail analogue results should not impede the
5 CLECs' ability to compete in this area. BellSouth met the retail analogue comparison
6 for this sub-metric in November and December 2001.

7
8 **General – Billing**

9
10 **Usage Data Delivery Timeliness (F.9.2) (November/December)**

11 This measure tracks the percentage of usage data delivered within six calendar days
12 for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage
13 data delivery timeliness rates that were slightly lower than the rates for BellSouth
14 customers during November and December 2001 (for November, 98.89% for
15 BellSouth compared to 98.37% for CLECs, and for December, 99.24% for BellSouth
16 compared to 98.90% for CLECs). The difference in performance for November was
17 the result of some input files being left out of the ADUF job before the files were
18 recovered and processed. The difference in performance for December was the result
19 of usage processing delays caused by system problems that occurred during the initial
20 conversion of usage records to the format used with BellSouth's Integrated Billing
21 Solution (IBS) project. Manual processes were temporarily put into place during the
22 conversion to ensure that all usage data was correctly converted, processed and

1 verified. This problem should not re-occur since the initial usage conversions for all
2 BellSouth states have now been completed. It is important to point out that the
3 CLEC result of 98+% still provides the CLECs a meaningful opportunity to compete.
4 BellSouth met the retail analogue comparison for this sub-metric in January 2002.

5
6 Usage Data Delivery Completeness (F.9.3) (November/December)

7 This measure tracks the percentage of usage data delivered within thirty calendar days
8 for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage
9 data delivery timeliness rates that were slightly lower than the rates for BellSouth
10 customers during November and December 2001 (for November, 99.85% for
11 BellSouth compared to 99.54% for CLECs, and for December, 99.80% for BellSouth
12 compared to 99.70% for CLECs). The difference in performance for November was
13 the result of some input files being left out of the ADUF job before the files were
14 recovered and processed. The difference in performance for December was the result
15 of usage processing delays caused by system problems that occurred during the initial
16 conversion of usage records to the format used with BellSouth's Integrated Billing
17 Solution (IBS) project. Manual processes were temporarily put into place during the
18 conversion to ensure that all usage data was correctly converted, processed and
19 verified. This problem should not re-occur since the initial usage conversions for all
20 BellSouth states have now been completed. It is important to point out that the CLEC
21 result of 99+% still provides the CLECs a meaningful opportunity to compete.
22 BellSouth met the retail analogue comparison for this sub-metric in January 2002.

1

2 Non-Recurring Charge Completeness – Resale (F.9.6.1) (January)

3 This measure tracks the ability of the ordering and billing systems to begin billing a
4 CLEC non-recurring charges for resale services on the next invoice after an order has
5 “completed”. The CLECs experienced resale non-recurring charge completeness
6 rates that were less than the rates for BellSouth retail customers during January 2002
7 (93.17% for BellSouth versus 82.18% for the CLECs). The difference in
8 performance was the result of back-billed OSS charges applied to CLEC accounts.
9 These OSS charges are due to BellSouth for handling LSRs that were cancelled by
10 CLEC customers. In the past, BellSouth’s systems have not been equipped to apply
11 these cancellation charges. During 2002, BellSouth plans to complete an initiative to
12 bill these OSS charges on a current basis for cancelled LSRs. BellSouth met the retail
13 analogue comparison for this sub-metric in November and December 2001.

14

15 Non-Recurring Charge Completeness – UNE (F.9.6.2) (December)

16 This measure tracks the ability of the ordering and billing systems to begin billing a
17 CLEC non-recurring charges for UNE services on the next invoice after an order has
18 “completed”. For UNE orders, the goal is to meet a benchmark of 90%. In
19 December 2001, the result was 69.63%. This metric was missed because of
20 backdated E911 surcharges billed to one UNE CLEC. CLEC contracts have been
21 written to eliminate the need for this type of back-billing in the future. BellSouth met
22 the benchmark for this sub-metric in November 2001 and January 2002.

1

2 Non-Recurring Charge Completeness – Interconnection (F.9.6.3) (January)

3 This measure tracks the ability of the ordering and billing systems to begin billing a
4 CLEC non-recurring charges for local interconnection services on the next invoice
5 after an order has “completed”. For local interconnection orders, the goal is to meet a
6 benchmark of 90%. In January 2002, the result was 77.89%. The benchmark was not
7 met in January because of back-billed OSS charges applied to CLEC accounts. These
8 OSS charges are due to BellSouth for handling LSRs that were cancelled by CLEC
9 customers. In the past, BellSouth’s systems have not been equipped to apply these
10 cancellation charges. During 2002, BellSouth plans to complete an initiative to bill
11 these OSS charges on a current basis for cancelled LSRs.

12

13 **General - Change Management**

14

15 % Software Release Notices Sent On Time (F.10.1) (January)

16 BellSouth met the specified benchmark intervals for one of the two software releases
17 issued in January 2002. BellSouth met the benchmark intervals for all releases in
18 November 2001. There were no releases for these sub-metrics in December 2001.

19

20 % Change Management Documentation Sent On Time (F.10.3)

21 (November/December)

22 Average Documentation Release Delay Days (F.10.5) (November/December)

1 There was only one Change Management Documentation notice issued in November
2 and four notices issued in December 2001. The notice for November and two of the
3 notices for December did not meet the standard notice interval. BellSouth met the
4 benchmark for these sub-metrics in January 2002.

5
6 **General – Ordering**

7
8 **% Acknowledgement Message Completeness / TAG (F.12.2.2) (December/January)**

9 BellSouth failed to deliver 1 (0.0003%) of the 302,925 messages in December 2001
10 and 1 (0.0003%) of the 379,170 messages in January 2002 for this sub-metric. Such a
11 small number of failed records have not revealed any systemic process problems.
12 BellSouth met the benchmark for this sub-metric in November 2001.

13
14 **D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS**

15
16 As discussed in Checklist Item 2, Sections B.2 and B.3 provide data for provisioning
17 and maintenance & repair measures for unbundled local loops.

18
19 For purposes of discussion in this checklist item, the local loop sub-metrics have been
20 separated into two mode-of-entry groups, xDSL and SL1/SL2/Digital. The xDSL
21 group includes xDSL (ADSL, HDSL, UCL), ISDN and Line Sharing sub-metrics.

1 The SL1/SL2/Digital group includes the design and non-design 2-wire analog loops,
2 as well as the 2-wire and 4-wire digital loop sub-metrics.

3
4 **xDSL Group**

5
6 **Provisioning Measures**

7 The xDSL group sub-metrics that did not meet the fixed critical value comparison
8 requirements for November, December 2001 and/or January 2002 are as follows:

9
10 Order Completion Interval / Line Sharing/ < 6 Circuits / Non-Dispatch (B.2.1.7.3.2) /
11 (December)

12 There were a total of 47 orders completed for the CLECs with an average interval of
13 4.26 days compared with 3.74 days for the retail analogue. An analysis of the CLEC
14 raw data for the 47 orders indicated that 37 orders had extended intervals and should
15 have been "L coded", excluding them from this measure. BellSouth is retraining all
16 employees on the proper application of L-coding for extended interval requests.
17 BellSouth met the retail analogue comparison for this sub-metric in November 2001
18 and January 2002.

19
20 % Provisioning Troubles w/i 30 Days / UNE ISDN / < 10 Circuits / Dispatch
21 (B.2.19.6.1.1) (January)

1 There were 6 trouble reports for the 54 orders that completed in the 30 days prior to
2 January 2002. No systemic installation process problems were revealed for any of the
3 six trouble reports. BellSouth met the retail analogue comparison for this sub-metric
4 in November and December 2001.

5
6 % Provisioning Troubles w/i 30 Days / Line Sharing / < 10 Circuits / Dispatch
7 (B.2.19.7.1.1) (November/December)

8 There was only one order for this sub-metric in November and December 2001. The
9 small universe of orders for this sub-metric does not provide a statistically conclusive
10 comparison to the retail analogue. BellSouth met the retail analogue comparison for
11 this sub-metric in January 2002.

12
13 % Provisioning Troubles w/i 30 Days / Line Sharing / < 10 Circuits / Non-Dispatch
14 (B.2.19.7.1.2) (December)

15 Troubles were reported on 2 of the 7 orders for this sub-metric that completed in the
16 30 days prior to December 2001. No patterns or systemic installation problems were
17 identified for either of the two trouble reports in December. BellSouth met the retail
18 analogue comparison for this sub-metric in November 2001 and January 2002.

19
20 Average Completion Notice Interval / Line Sharing / < 10 Circuits /Non-Dispatch
21 (B.2.21.7.1.2) (December)

1 The root cause analysis of this measure indicated that the only differences between
2 the performance comparing BellSouth retail and CLECs are the mismatches found
3 when the orders are compared with the original LSRs. The start of the completion
4 interval is the point at which the technician completes the order, and the interval ends
5 when the completion notice is sent. Any change to a name, number of items, etc.,
6 occurring during the provisioning process will generate inconsistencies with the
7 original LSRs that must be resolved before a final completion notice can be sent.
8 Any time to resolve these inconsistencies with the original LSRs is included in the
9 average. Because of numerous CLEC changes and order updates, mismatches on
10 CLEC orders exceed those for BellSouth retail orders. Combining this with the
11 smaller base for the CLECs' measurement raises the average, which sometimes
12 results in a miss. Specific Service Representatives within the Work Management
13 Centers have been assigned to resolve any completion issues that are required.
14 Providing specific training and dedicating personnel to this task should reduce the
15 difference between the CLEC and retail analogue results. BellSouth met the retail
16 analogue comparison for this sub-metric in November 2001 and January 2002.

17
18 **2. Maintenance & Repair Measures**

19 The xDSL group sub-metrics that did not meet the fixed critical value comparison
20 requirements for November, December 2001 and/or January 2002 are as follows:

21
22 Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2) (January)

1 BellSouth missed 3 repair appointments for scheduled for this sub-metric in January
2 2002. None of these appointments misses revealed any patterns or systemic
3 maintenance process issues. BellSouth met the retail analogue comparison for this
4 sub-metric in November and December 2001.

5
6 Customer Trouble Report Rate / Line Sharing / Non-Dispatch (B.3.2.7.2)
7 (November/December/January)

8 There were 23 troubles reported for the 437 lines in service for this sub-metric in
9 November, 28 trouble reports for the 543 lines in service in December 2001 and 27
10 reports for the 587 lines in service in January 2002. In all three months, over 80% of
11 the trouble reports for this sub-metric were issued by the same CLEC, and most of
12 these reports were closed as “no trouble found.” Without these reports, BellSouth
13 would have met the retail analogue comparison in each of the three months. The
14 CWINS center is working with the CLEC to assure proper trouble isolation and
15 review of cooperative test procedures.

16
17 Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2) (January)

18 There were 10 troubles reported for this sub-metric in January 2002. The average
19 duration metric was missed due to one specific order. That order could not be
20 completed due to a system failure in a central office. The average duration for the
21 remaining 9 repair orders was 4.33 hours, virtually the same as for the retail analogue.

1 BellSouth met the retail analogue comparison for this sub-metric in November and
2 December 2001.

3
4 Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2) (January)

5 There were 27 troubles reported for this sub-metric in January 2002. The average
6 duration metric was missed due to three specific orders accounting for 276 of the 356
7 total hours for the sub-metric. The longest duration order (114) hours was held up
8 waiting for a test technician from the CLEC. The other two orders were miss-
9 assigned by BellSouth and were held over a weekend. The average duration for the
10 remaining 24 repair orders was 3.33 hours, less than for the retail analogue.

11 BellSouth met the retail analogue comparison for this sub-metric in November and
12 December 2001.

13
14 SL1/SL2/Digital Loop Group

15
16 Provisioning Measures

17 The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical
18 value comparison requirements for November, December 2001 and/or January 2002
19 are as follows:

20
21 Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits /
22 Dispatch (B.2.1.12.1.1) (November)

1 Of the 74 total orders for this sub-metric in November 2001, 24 of the orders had
2 extended intervals for customer reasons. These orders accounted for 201 of the 437
3 total hours for this measure and should have been given an "L-Code" and excluded
4 from the measurement. Excluding these orders, the average CLEC OCI for this sub-
5 metric would have been within 0.5 days of the average OCI for the retail analogue for
6 the month. BellSouth met the retail analogue comparison for this sub-metric in
7 December 2001 and January 2002.

8
9 Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10 Circuits /
10 Dispatch In (B.2.1.13.1.4) (January)

11 There was only one order for this sub-metric in January 2002. The small universe for
12 this sub-metric does not provide a statistically conclusive comparison to the retail
13 analogue. There was no CLEC activity for this sub-metric in either November or
14 December 2001.

15
16 % Jeopardies / 2w Analog Loop Design (B.2.5.8) (November/December/January)

17 There were a total of 5 jeopardies issued for the 79 electronic orders scheduled in
18 November, 3 jeopardies issued for the 67 orders scheduled in December 2001 and 7
19 jeopardies issued for the 113 electronic orders scheduled for January 2002. While the
20 data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy
21 status, only 3 of the committed dates to the customers were missed for all three

1 months. All months met or exceeded the retail analogue comparison for the %
2 Missed Installation Appointments sub-metric.

3
4 % Jeopardies / 2w Analog Loop w/LNP Design (B.2.5.12) (November/January)

5 There were a total of 4 jeopardies issued for the 107 electronic orders scheduled for
6 this sub-metric in November 2001 and 1 jeopardy issued for the 56 orders scheduled
7 for January 2002. While the data indicates that BellSouth placed a higher percentage
8 of CLEC orders in jeopardy status, all of the committed dates to the customers were
9 met. BellSouth met the retail analogue comparison for this sub-metric in December
10 2001.

11
12 % Jeopardies / Digital Loop >= DS1 (B.2.5.19) (November/December/January)

13 There were a total of 36 jeopardies for the 72 electronic orders scheduled in
14 November, 44 jeopardies issued for the 71 electronic orders scheduled in December
15 2001 and 28 jeopardies issued for the 46 electronic orders scheduled for January
16 2002. All the 36 jeopardy orders in November 2001 and all 28 jeopardy orders in
17 January 2002 met the customer committed due dates. Of the 44 jeopardy orders in
18 December 2001 all but 16 were completed as scheduled. All 16 of these orders were
19 completed in less than 30 days after the due date for December 2001.

20
21 Missed Installation Appointments / Digital Loop >= DS1 /< 10 Circuits / Dispatch
22 (B.2.18.19.1.1) (November/December/January)

1 BellSouth met 175 of the 183 appointments scheduled for November, 183 of the 199
2 appointments for December 2001 and met 166 of the 173 appointments scheduled for
3 January 2002. None of the 8 missed appointments for November, the 16 missed
4 appointments in December 2001, or the 7 missed appointments in January 2002
5 revealed any distinct patterns or systemic installation process issues.

6
7 % Provisioning Troubles w/i 30 Days / Digital Loop >= DS1 / < 10 Circuits /

8 Dispatch (B.2.19.19.1.1) (November/December/January)

9 There were 5 trouble reports for the 162 orders completed in the 30 days prior to
10 November, 12 reports for the 183 orders completed in the 30 days prior to December
11 2001 and 11 trouble reports for the 199 orders completed in the 30 days prior to
12 January 2002. Analysis of these reports revealed no distinct patterns or systemic
13 installation process problems.

14
15 Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /

16 Dispatch (B.2.21.8.1.1) (November)

17 Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10 Circuits

18 / Dispatch (B.2.21.12.1.1) (November)

19 The root cause analysis of these measures indicated that the only differences between
20 the performance comparing BellSouth retail and CLECs are the mismatches found
21 when the orders are compared with the original LSRs. The start of the completion
22 interval is the point at which the technician completes the order, and the interval ends

1 when the completion notice is sent. Any change to a name, number of items, etc.,
2 occurring during the provisioning process will generate inconsistencies with the
3 original LSRs that must be resolved before a final completion notice can be sent.
4 Any time to resolve these inconsistencies with the original LSRs is included in the
5 average. Because of numerous CLEC changes and order updates, mismatches on
6 CLEC orders exceed those for BellSouth retail orders. Combining this with the
7 smaller base for the CLECs' measurement raises the average, which sometimes
8 results in a miss. Specific Service Representatives within the Work Management
9 Centers have been assigned to resolve any completion issues that are required.
10 Providing specific training and dedicating personnel to this task should reduce the
11 difference between the CLEC and retail analogue results.

12 13 **Maintenance & Repair Measures**

14 The SL1/SL2/Digital group sub-metrics that did not meet the fixed critical value
15 comparison requirements for November, December 2001 and/or January 2002 are as
16 follows:

17 18 % Missed Repair Appointments / 2w Analog Loop Non-Design / Non-Dispatch 19 (B.3.1.9.2) (December)

20 There were only two trouble reports in this sub-metric for December 2001. The small
21 universe for this measurement does not provide a statistically conclusive comparison

1 with the retail analogue. BellSouth met the retail analogue comparison for this sub-
2 metric in November 2001 and January 2002.

3
4 **E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT**

5
6 The data in these measures indicate that BellSouth met the benchmark/analogue
7 requirements for all measurements in Checklist Item 5 for December 2001 and
8 January 2002. The sub-metric that did not meet the retail analogue comparison for
9 November 2001 was:

10
11 % Provisioning Troubles Within 30 Days / Local Interoffice Transport < 10 Circuits/
12 Dispatch (B.2.19.2.1.1) (November)

13 There were only two trouble reports for this sub-metric in November 2001. The
14 small universe for this measurement does not provide a statistically conclusive
15 comparison with the retail analogue. BellSouth met the retail analogue comparison
16 for this sub-metric in December 2001 and January 2002.

17
18 **F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING**

19
20 The data in these measures indicate that BellSouth met the benchmark/analogue
21 requirements for all measurements in Checklist Item 6 for November and December
22 2001 and January 2002.

1 **G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES**

2 **H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR**
3 **SERVICES**

4
5 As indicated in Sections F.6, F.7 and F.8 of the MSS, BellSouth met the
6 benchmark/analogue requirements of Checklist Items 7a and 7b in November and
7 December 2001 and January 2002. Even though BellSouth tracks and reports these
8 measures, the processes used in providing these services are designed to provide
9 parity for all users.

10
11 **I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED**
12 **SIGNALING**

13 BellSouth met all four of the four sub-metrics associated with this checklist item in
14 November and December 2001 and January 2002. See Items F.13.1.1 through F.13.3
15 for further details.

16
17 **J. CHECKLIST ITEM 11 – NUMBER PORTABILITY**

18
19 All the measurements in this Checklist Item were met or exceeded for November,
20 December 2001 and/or January 2002 except for the following:

21
22 Order Completion Interval / LNP (Standalone) / < 10 Circuits / Non-Dispatch
23 (B.2.1.17.2.2) (December)

1 There was only one order completed for this sub-metric in December 2001. The
2 small universe of orders for this sub-metric does not provide a statistically conclusive
3 comparison to the retail analogue. BellSouth met the retail analogue comparison for
4 this sub-metric in November 2001. There was no CLEC activity in January 2002.

5
6 Disconnect Timeliness / LNP / < 10 Circuits (B.2.31)

7 The Disconnect Timeliness measure is supposed to track the time it takes to
8 disconnect a number in the central office switch after the message has been received
9 from the Local Number Portability (LNP) Gateway that it is ready. However, this
10 measurement does not track the relevant time to perform this function.

11
12 On a great majority of LNP orders, BellSouth creates what is referred to as a “trigger”
13 in conjunction with the order. This trigger gives the end user customer the ability to
14 make and receive calls from other customers who are served by the customer’s host
15 switch at the time of the LNP activation. This ability is not dependent upon
16 BellSouth working a disconnect order in the central office switch. In other words,
17 when a trigger is involved, an end user customer can receive calls from other
18 customers served by the same host switch before the disconnect order is ever worked.

19
20 As it currently exists, Performance Measure P-13 does not recognize the importance
21 of triggers and their effect on the LNP process. Rather, the current measure
22 calculates the end time of the LNP activity as the processing of the actual disconnect

order in the host switch, even though, from a customer's perspective, this activity is totally meaningless on most LNP orders. It is the activation of the LNP and the routing function accomplished by the LSMS that ultimately determines whether the end user is back in full service and is able to make and receive calls when a trigger is used in porting a telephone number. So, while BellSouth may be missing this measure, the actual impact on CLECs and their end users, for a great majority of the orders is minimal, or nonexistent. The Georgia PSC is currently evaluating a change in this measure that more accurately reflects the LNP process and its impacts on end users, and, therefore, the measurements will be shown blank until a resolution is reached on this issue.

The Tennessee results for November 2001 through January 2002 for the existing disconnect timeliness measure along with the % Trigger Orders prior to the due date and % Out of Service less than 60 minutes are as follows:

<u>Name of Measure</u>	<u>Nov Results</u>	<u>Dec Results</u>	<u>Jan Results</u>
LNP Disconnect Timeliness	6.37% <= 15 min	18.31% <= 15 min	33.68% <= 15 min
% LNP Trigger Prior to Due Date	98.47%	98.99%	99.30%
% Out of Service < 60 Minutes	100.00%	100.00%	100.00%

1 **K. CHECKLIST ITEM 14 – RESALE**

2

3 BellSouth has met or exceeded the benchmarks/analogues for 88%, 89% and 84% of

4 the total Resale metrics for the months of November and December 2001 and January

5 2002, respectively. The details are delineated in Items A.1.1.1 through A.4.2 of the

6 MSS.

7

8 During the three-month period, November 2001 through January 2002, there were

9 152 Resale sub-metrics that had data for all three months and were compared to

10 benchmarks or retail analogues. Of those 152 sub-metrics, 139 (91%) of the sub-

11 metrics met the relevant criteria for at least two of the three months.

12

13 **Resale Ordering Measures**

14 **Reject Interval**

15 The benchmark for electronic rejects is 97% within 1 hour. In November 2001,

16 there were 1,624 rejected Resale LSRs with 95% meeting the relevant benchmark

17 interval. Of the 1,624 rejected LSRs, 893 were processed electronically with 94%

18 meeting the 1-hour benchmark interval. In December 2001, there were 1,491 rejected

19 Resale LSRs with 94% meeting the relevant benchmark interval. Of the 1,491

20 rejected LSRs, 766 were processed electronically with 96% meeting the 1-hour

21 benchmark interval. In January 2002, BellSouth returned 94% of the total 1,644

22 rejected Resale LSRs within the relevant benchmark interval. Of the 1,644 rejected

LSRs, 854 were fully electronic, with 95% being returned within the 1-hour benchmark period. See items A.1.4 through A.1.8 of the MSS for further details.

FOC Timeliness

In November 2001, BellSouth returned 99% of the 12,906 FOCs processed within the relevant benchmark period. Of the 12,906 LSRs receiving FOCs, 11,134 were fully electronic with 99.8% meeting the 3-hour benchmark interval. In December 2001, BellSouth returned 98% of the 12,293 FOCs processed within the relevant benchmark period. Of the 12,293 LSRs receiving FOCs, 10,448 were fully electronic with 99.7% meeting the 3-hour benchmark interval. In January 2002, BellSouth returned 99% of the 14,102 total FOCs for Resale LSRs within the relevant benchmark. Of the 14,102 LSRs receiving FOCs, 12,078 were fully electronic with 99.9% meeting the 3-hour benchmark. See sections A.1.9 through A.1.13 of the MSS for further details.

The Resale Ordering sub-metrics for which BellSouth did not meet the benchmarks/analogues for November, December 2001 and/or January 2002 were:

Reject Interval / Residence / Electronic (A.1.4.1) (November/December/January)

Reject Interval / Business / Electronic (A.1.4.2) (November/January)

The current benchmark for these sub-metrics is $\geq 97\%$ within one hour. BellSouth's root cause analysis determined that a number of LSRs that did not meet the one-hour benchmark were submitted when back-end legacy systems were out of service and

1 were unable to process the LSRs. Because such LSRs should be excluded from the
2 measurement, BellSouth implemented a coding change in PMAP to ensure that
3 scheduled OSS downtime was properly excluded. This change was made with
4 September 2001 data and was expected to improve sub-metric results for Reject
5 Interval performance.

6
7 The coding change assumed that EDI and TAG timestamps reflected Eastern Time.
8 However, the timestamps used by EDI and TAG actually reflect Central time. As a
9 result of this discrepancy, an hour is being added during PMAP timestamp
10 “synchronization,” which causes the results to inaccurately reflect the reject Interval
11 duration. A change to address this issue for EDI is scheduled for implementation
12 with February 2002 data, and BellSouth is in the process of scheduling a similar
13 change for TAG. BellSouth’s root cause analysis has determined that, had the
14 scheduled OSS downtime exclusion been properly implemented, BellSouth’s Reject
15 Interval performance would generally have met the Commission’s benchmark.

16
17 BellSouth’s root cause analysis also identified an additional issue that impacts the
18 electronic Reject Interval sub-metrics. This happens when a fully mechanized Firm
19 Order Confirmation (“FOC”) is followed by a manual Clarification, a scenario that
20 occurs when the Local Carrier Service Center (“LCSC”) must resolve specific types
21 of errors after the issuance of the FOC. This issue distorts the timeliness of

1 BellSouth's electronic reject notices, and BellSouth is currently analyzing this
2 situation to determine an appropriate solution.

3
4 FOC & Reject Response Completeness / Design (Specials) / TAG / Electronic
5 (A.1.14.3.2) (November)

6 There were only two LSRs for this sub-metric in November 2001. The small
7 universe of orders for this sub-metric does not provide a conclusive benchmark
8 comparison. There was no CLEC activity for this sub-metric in either December
9 2001 or January 2002.

10
11 FOC & Reject Response Completeness / Residence / Manual (A.1.16.1) (December)

12 BellSouth met the benchmark criteria for 75 of the 87 responses for this sub-metric in
13 December 2001. The 95% benchmark set a requirement of 83 of the 87 responses
14 based on the quantity of orders for this sub-metric. BellSouth met the benchmark for
15 this sub-metric in November 2001 and January 2002.

16
17 FOC & Reject Response Completeness / Business / Manual (A.1.16.2)
18 (November/January)

19 BellSouth met the benchmark criteria for 193 of the 219 responses returned in
20 November 2001 and for 174 of the 192 responses returned in January 2002. The 95%
21 benchmark set requirements of 209 of the 219 responses in November and 183 of the
22 192 responses returned in January, based on the quantity of orders for this sub-metric.

1 BellSouth continues to focus on this measurement in order to improve results to meet
2 the benchmark. BellSouth met the benchmark for this sub-metric in December 2001.

3
4 FOC & Reject Response Completeness / Design (Specials) / Manual (A.1.16.3)
5 (November/December)

6 BellSouth met the benchmark criteria for 36 of the 43 responses returned for this sub-
7 metric in November and for 23 of the 26 responses in December 2001. The 95%
8 benchmark set requirements of 41 of the 43 responses returned in November and 25
9 of the 26 responses in December, based on the quantity of orders for this sub-metric.
10 BellSouth met the benchmark for this sub-metric in January 2002.

11
12 FOC & Reject Response Completeness / PBX / Manual (A.1.16.4)
13 (December/January)

14 There were only four LSRs for this sub-metric in December 2001 and thirteen orders
15 in January 2002. The small universe of orders for this sub-metric does not provide a
16 conclusive benchmark comparison. With a universe of less than 20 LSRs for the
17 month and a 95% benchmark requirement, a problem with even one order causes a
18 miss for the entire sub-metric. BellSouth met the benchmark for this sub-metric in
19 November 2001.

20
21 FOC & Reject Response Completeness / Centrex / Manual (A.1.16.5) (January)

1 There were only seven LSRs for this sub-metric in January 2002. The small universe
2 of orders for this sub-metric does not provide a conclusive benchmark comparison.
3 There was no CLEC activity for this sub-metric in either November or December
4 2001.

5
6 FOC & Reject Response Completeness / ISDN / Manual (A.1.16.6)
7 (November/December)

8 BellSouth met the benchmark criteria for 51 of the 67 responses returned for this sub-
9 metric in November and 35 of the 37 responses in December 2001. The 95%
10 benchmark set requirements of 64 of the 67 responses returned in November and 36
11 of the 37 responses in December, based on the quantity of orders for this sub-metric.
12 BellSouth met the benchmark for this sub-metric in January 2002.

13
14 **Resale Provisioning Measures**

15
16 For the months of November and December 2001 and January 2002, BellSouth met
17 or exceeded the benchmarks or retail analogues for 93%, 92%, and 81% respectively,
18 of all Resale provisioning measures. The details supporting the January 2002
19 percentage are delineated in Items A.2.1.1.1.1 through A.2.25.3.2.2 of Attachment
20 1H.

21
22 **Order Completion Interval**

1 As discussed in Checklist Item 4, the failure to properly “L” code appropriate orders
2 and the missed appointments for customer reasons negatively impacts the OCI
3 measurements. All LSRs seeking extended intervals should receive an “L” code
4 status. This would exclude these LSRs from the OCI measurement.

5
6 The following are the measures for which BellSouth did not meet the retail analogue
7 in November, December 2001 and/or January 2002:

8
9 Order Completion Interval / PBX / < 10 Circuits / Non-Dispatch (A.2.1.4.1.2)
10 (December)

11 There were only two orders in December 2001 for this sub-metric. The small universe
12 for this measurement does not provide a statistically conclusive comparison to the
13 retail analogue. BellSouth met the retail analogue comparison for this sub-metric in
14 November 2001 and January 2002.

15
16 % Jeopardies / Residence / (A.2.4.1) (January)

17 There were only 34 jeopardy notices issued for this sub-metric in January 2002 for
18 the 8,895 orders (0.38%) completed during the month. All of the facilities issues
19 causing the 34 jeopardy notices were resolved prior to the due dates, and the orders
20 were completed as scheduled. BellSouth met the retail analogue comparison for this
21 sub-metric in November and December 2001.

1 % Jeopardies / Design (Specials) / (A.2.4.3) (January)

2 There were only two orders for this sub-metric in January 2002. The small universe
3 of orders for this sub-metric does not provide a statically conclusive comparison to
4 the retail analogue. There was no CLEC activity for this sub-metric in November
5 2001. BellSouth met the retail analogue comparison for this sub-metric in December
6 2001.

7
8 % Missed Installation Appointments / ISDN / < 10 Circuits / Dispatch (A.2.11.6.1.1)
9 (January)

10 There were only two orders for this sub-metric in January 2002. The small universe
11 of orders for this sub-metric does not provide a statically conclusive comparison to
12 the retail analogue. BellSouth met the retail analogue comparison for this sub-metric
13 in November and December 2001.

14
15 % Provisioning Troubles w/i 30 Days / Residence / < 10 Circuits / Dispatch
16 (A.2.12.1.1.1) (January)

17 There were 42 troubles reported for the 352 orders completed for this sub-metric in
18 the 30 days prior to January 2002. Of the 42 total troubles, 13 (31%) were closed as
19 “no trouble found.” With the exclusion of these orders, the trouble report rate for
20 CLEC orders in this sub-metric would have been virtually the same as for the retail
21 analogue. BellSouth met the retail analogue comparison for this sub-metric in
22 November and December 2001.

1

2 % Provisioning Troubles w/i 30 Days / Residence / < 10 Circuits / Non-Dispatch

3 (A.2.12.1.1.2) (November/December/January)

4 There were 484 troubles reported in November for the 10,449 orders completed in the

5 prior 30 days, 389 troubles reported in December 2001 for the 8,426 orders

6 completed in the prior 30 days and 339 troubles reported in January 2002 for the

7 8,502 orders that completed in the prior 30 days. An analysis of the trouble reports

8 revealed that 111 (23%) of the November reports, 98 (25%) of the December reports

9 and 95 (28%) of the January reports were closed as “no trouble found.” There were

10 no distinct patterns or systemic installation issues evident in the other trouble reports.

11

12 % Provisioning Troubles w/i 30 days / PBX / < 10 Circuits / Dispatch (A.2.12.4.1.1)

13 (December)

14 There was only one trouble report in this sub-metric for December 2001. The small

15 universe for this measurement does not provide a statistically conclusive comparison

16 with the retail analogue. BellSouth met the retail analogue comparison for this sub-

17 metric in November 2001. There was no CLEC activity for this sub-metric in

18 January 2002.

19

20 % Provisioning Troubles w/i 30 days / ISDN / < 10 Circuits / Non-Dispatch

21 (A.2.12.6.1.2) (January)

1 There were only six trouble reports in this sub-metric for January 2002. The small
2 universe for this measurement does not provide a statistically conclusive comparison
3 with the retail analogue. BellSouth met the retail analogue comparison for this sub-
4 metric in November and December 2001.

5
6 Service Order Accuracy / Residence / < 10 Circuits / Dispatch (A.2.25.1.1.1)
7 (January)

8 BellSouth met the standard criteria for 67 of the 74 orders reviewed for this sub-
9 metric in January 2002. The 95% benchmark set a requirement that 71 of the 74
10 orders meet the criteria. BellSouth met the benchmark for this sub-metric in
11 November and December 2001.

12
13 Service Order Accuracy / Residence / >= 10 Circuits / Dispatch (A.2.25.1.2.1)
14 (January)

15 BellSouth met the standard criteria for 10 of the 11 orders reviewed for this sub-
16 metric in January 2002. The 95% benchmark required that all 11 of the 11 orders
17 meet the criteria. BellSouth met the benchmark for this sub-metric in November and
18 December 2001.

19
20 Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1) (January)

21 BellSouth met the standard for 109 of the 125 orders reviewed for this sub-metric in
22 January 2002. The 95% benchmark set a requirement of 119 of the 125 orders, based

1 on the quantity of orders for this sub-metric. BellSouth met the benchmark for this
2 sub-metric in November and December 2001.

3
4 Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch (A.2.25.2.1.2)
5 (January)

6 BellSouth met the standard for 69 of the 74 orders reviewed for this sub-metric in
7 January 2002. The 95% benchmark set a requirement of 71 of the 74 orders, based on
8 the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-
9 metric in November and December 2001.

10
11 Service Order Accuracy / Business / >= 10 Circuits / Dispatch (A.2.25.2.2.1)
12 (November/December/January)

13 BellSouth met the standard for 21 of the 23 orders reviewed for this sub-metric in
14 November, for 14 of the 17 orders in December 2001 and for 11 of the 12 orders
15 reviewed in January 2002. The 95% benchmark set a requirement of 22 of the 23
16 orders in November, all 17 orders in December and all 12 orders in January, based on
17 the quantity of orders for this sub-metric. BellSouth continues to focus on this
18 measurement in order to improve results to meet the benchmark.

19
20 Service Order Accuracy / Business / >= 10 Circuits / Non-Dispatch (A.2.25.2.2.2)
21 (November/December/January)

1 BellSouth met the standard for 29 of the 31 orders reviewed for this sub-metric in
2 November, for 22 of the 28 orders reviewed in December 2001 and for 17 of the 20
3 orders reviewed in January 2002. The 95% benchmark set requirements of 30 of the
4 31 orders for November, for 27 of the 28 orders for December and for 19 of the 20
5 orders reviewed in January, based on the quantity of orders for this sub-metric.

6 BellSouth continues to focus on this measurement in order to improve results to meet
7 the benchmark.

8
9 Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (A.2.25.3.1.1)
10 (November/December)

11 BellSouth met the standard for 45 of the 50 orders reviewed for this sub-metric in
12 November and 56 of the 63 orders reviewed in December 2001. The 95% benchmark
13 set requirements of 48 of the 50 orders for November and 60 of the 63 orders for
14 December, based on the quantity of orders for this sub-metric. BellSouth met the
15 benchmark for this sub-metric in January 2002.

16
17 Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch
18 (A.2.25.3.1.2) (November)

19 BellSouth met the standard criteria for 52 of the 55 orders (94.55%) reviewed for this
20 sub-metric in November 2001. Normal rounding convention indicates that there is no
21 significant difference between the CLEC result for November and the benchmark for

1 this sub-metric. BellSouth met the benchmark for this sub-metric in December 2001
2 and January 2002.

3
4 Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch
5 (A.2.25.3.2.2) (January)

6 There were only ten orders reviewed for this sub-metric in January 2002. The small
7 universe of orders reviewed for the sub-metric does not provide a conclusive
8 benchmark comparison. BellSouth met the benchmark comparison for this sub-
9 metric in November and December 2001.

10
11 **Resale Maintenance and Repair (M&R) Measures**

12
13 BellSouth met the relevant retail analogues for 92% of all the Resale Maintenance &
14 Repair measurements in November, for 90% of the sub-metrics in December and for
15 85% of the sub-metrics in January 2002. The sub-metrics for which BellSouth did
16 not meet the retail analogues in November, December 2001 and/or January 2002
17 were:

18
19 % Missed Repair Appointments / PBX / Non-Dispatch (A.3.1.4.2)

20 There were only two appointments scheduled for this sub-metric in December 2001.
21 Such a small universe does not provide a statistically valid comparison with the retail

analogue. BellSouth met the retail analogue comparison for this sub-metric in and November 2001 and January 2002.

Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1)
(November/December/January)

Both BellSouth retail and the CLECs received 97% or more trouble free service for all lines in this sub-metric in November and December 2001 and January 2002. There was approximately 1% difference each month between the retail analogue and the CLECs report rates. In November and December 2001 and January 2002, 13%, 14% and 13%, respectively, of the total troubles reported were closed as “no trouble found,” which means that the end-user customer experienced minimal trouble levels for these reports.

Customer Trouble Report Rate / Business / Non-Dispatch (A.3.2.2.2) (November)

BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for the month of November 2001. Of the 67 troubles reported in November, 52 (78%) were closed as “no trouble found,” which means that the end-user customer experienced minimal trouble levels for these reports. One CLEC issued 17 (25%) of the total trouble reports for the month in this sub-metric, with 15 of those 17 reports closed as “no trouble found.” When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little

1 variation and the universe size is so large that the Z-test becomes overly sensitive to
2 any difference. In other words, the statistical test shows that the measurement does
3 not meet the fixed critical value when compared with the retail analogue, but
4 BellSouth's actual performance for both CLECs and its own retail operations is at a
5 very high level – in this case, over 99%. From a practical point of view, the CLECs'
6 ability to compete has not been hindered even though the statistical results may
7 technically show that BellSouth failed to meet the benchmark/analogue. BellSouth
8 met the retail analogue comparison for this sub-metric in December 2001 and January
9 2002. Without the “no trouble found” reports, BellSouth would have met the retail
10 analogue comparison for November.

11
12 Customer Trouble Report Rate / Design (Specials) / Dispatch (A.3.2.3.1) (January)

13 Both BellSouth retail and the CLECs received over 98% trouble free service for all
14 lines in this sub-metric for January 2002. Seven of the eleven trouble reports (64%)
15 were closed as “no trouble found.” The remainder of the reports was due to various
16 facility problems with no patterns or systemic maintenance issues identified.

17 BellSouth met the retail analogue comparison for this sub-metric in November and
18 December 2001.

19
20 Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1) (December)

21 There were only 6 trouble reports for the 783 in service lines for this sub-metric in
22 December 2001. BellSouth provided over 99% trouble free service for both retail and

1 the CLECs for this sub-metric for December. When BellSouth provisions high
2 quality service coupled with very large universe sizes, it can cause an apparent out of
3 equity condition from a quantitative viewpoint. In these cases, there is very little
4 variation and the universe size is so large that the Z-test becomes overly sensitive to
5 any difference. In other words, the statistical test shows that the measurement does
6 not meet the fixed critical value when compared with the retail analogue, but
7 BellSouth's actual performance for both CLECs and its own retail operations is at a
8 very high level – in this case over 99%. From a practical point of view, the CLECs'
9 ability to compete has not been hindered even though the statistical results may
10 technically show that BellSouth failed to meet the benchmark/analogue. BellSouth
11 met the retail analogue for this sub-metric in November 2001 and January 2002.

12
13 Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (January)

14 There were only 7 trouble reports for the 240 lines in service for this sub-metric in
15 January 2002. BellSouth provided over 97% trouble free service for both retail and
16 the CLECs for this sub-metric for the month of January. From a practical point of
17 view, the CLECs' ability to compete has not been hindered even though the statistical
18 results may technically show that BellSouth failed to meet the benchmark/analogue.
19 BellSouth met the retail analogue for this sub-metric in November and December
20 2001.

1 Customer Trouble Report Rate / Centrex / Non-Dispatch (A.3.2.5.2)

2 (November/January)

3 There were only 3 trouble reports for the 280 in service lines for this sub-metric in
4 November 2001 and 4 trouble reports for the 240 lines in service in January 2002.
5 BellSouth provided over 98.5% trouble free service for both retail and the CLECs for
6 this sub-metric for the months of November and January. From a practical point of
7 view, the CLECs' ability to compete has not been hindered even though the statistical
8 results may technically show that BellSouth failed to meet the benchmark/analogue.
9 BellSouth met the retail analogue for this sub-metric in December 2001.

11 Customer Trouble Report Rate / ISDN / Dispatch (A.3.2.6.1) (January)

12 There were only 8 trouble reports for the 1,274 in service lines for this sub-metric in
13 January 2002. Four of the eight trouble reports were closed as "no trouble found."
14 BellSouth provided over 99% trouble free service for both retail and the CLECs for
15 this sub-metric in January. From a practical point of view, the CLECs' ability to
16 compete has not been hindered even though the statistical results may technically
17 show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail
18 analogue for this sub-metric in November and December 2001.

20 Maintenance Average Duration / PBX / Non-Dispatch (A.3.3.4.2) (December)

21 There were only two reports for this sub-metric in December 2001. Such a small
22 universe does not provide a statistically valid comparison with the retail analogue.

1 BellSouth met the retail analogue comparison for this sub-metric in November 2001
2 and January 2002.

3
4 % Repeat Troubles within 30 Days / Business / Dispatch (A.3.4.2.1) (November)

5 There were 23 repeat reports for the 100 total trouble reports for this sub-metric in
6 November 2001. Of the 23 total repeat reports, 9 reports (39%) were closed as “no
7 trouble found.” Excluding the NTF reports, The CLEC result would have been below
8 the result for the retail analogue for the month. BellSouth met the retail analogue
9 comparison for this sub-metric in December 2001 and January 2002.

10
11 % Repeat Troubles within 30 Days / Business / Non-Dispatch (A.3.4.2.2) (January)

12 There were 13 repeat reports for the 48 total trouble reports for this sub-metric in
13 January 2002. Of the 13 total repeat reports, 10 reports (77%) were closed as “no
14 trouble found.” Excluding the NTF reports, the CLEC result would have been below
15 the result for the retail analogue for the month. BellSouth met the retail analogue
16 comparison for this sub-metric in November and December 2001.

17
18 % Repeat Troubles within 30 Days / PBX / Dispatch (A.3.4.4.1) (January)

19 There was only one trouble report for this sub-metric in January 2002. The small
20 universe of orders for this sub-metric does not provide a statistically conclusive
21 comparison to the retail analogue. BellSouth met the retail analogue comparison for
22 this sub-metric in November and December 2001.

1

2 % Repeat Troubles within 30 Days / Centrex / Dispatch (A.3.4.5.1)

3 (November/January)

4 There were only three trouble reports for this sub-metric in November 2001 and
5 seven trouble reports in January 2002. The small universe for this sub-metric does
6 not provide a statistically conclusive comparison to the retail analogue. BellSouth
7 met the retail analogue comparison for this sub-metric in December 2001.

8

9 % Out of Service > 24 hours / Residence / Dispatch (A.3.5.1.1) (December)

10 BellSouth did not meet the retail analogue comparison in December with 59.22% of
11 the CLEC orders over 24 hours compared with 54.99%. The Work Management
12 Center has refocused its attention on the loading of troubles for the CLECs.
13 BellSouth met the retail analogue comparison for this sub-metric in November 2001
14 and January 2002.

15

16 % Out of Service > 24 hours / PBX / Non-Dispatch (A.3.5.4.2) (December)

17 There were only two reports for this sub-metric in December 2001. Such a small
18 universe does not provide a statistically valid comparison with the retail analogue.
19 BellSouth met the retail analogue comparison for this sub-metric in November 2001
20 and January 2002.

21

22 **Resale – Billing**

1

2 Invoice Accuracy – Resale (A.4.1) (January)

3 The CLECs experienced resale invoice accuracy rates that were less than the rates for
4 the invoices BellSouth sent to its retail customers during January 2002 (99.08%
5 accuracy for BellSouth versus 98.55% for the CLEC invoices). The difference in
6 performance was the result of Other Charges and Credits (OC&Cs) that were issued
7 in January to recover E911 billing for November 2001. BellSouth failed to bill E911
8 for November 2001 because of computer program errors. As a preventative action
9 plan, BellSouth will improve the process it uses to test program changes. BellSouth
10 met the retail analogue comparison for this sub-metric in November and December
11 2001.

12

13 Mean Time To Deliver Invoices – Resale (A.4.2) (December)

14 The CLECs experienced Resale invoice delivery rates that were slightly higher than
15 the rates for BellSouth's retail customers during December 2001 (3.67 days for
16 BellSouth versus 3.84 days for CLECS). The small difference in performance was
17 the result of recent shifts in workloads within the BellSouth Bill Distribution
18 department. BellSouth met the retail analogue comparison for this sub-metric in
19 November 2001 and January 2002.

20

21

22

EXHIBIT NO. AJV – 3

**Revised June 2001 Percent Flow Through
Service Request**

		ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW- THROUGH %
CLEC AGGREGATE			
REGION ALL SERVICES		74.30%	82.84%
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		94.40%	
- RETAIL BUSINESS**		TBD	
*NOTE: BellSouth has identified an issue that had an impact on Planned Manual Fallout. This reposting reflects the corrections to individual CLEC percent flow through for this month. The aggregate numbers in this report do not match the 271 Charts or the MSS due to KPMG third party test LSR being included in the aggregate 271 data.			
**NOTE: Due to the methodology used in calculating Retail Residence, the percentage shown is an approximation.			
***NOTE: BellSouth attempted to report business retail flow through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually.			

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
					Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	115	0	115	12	28	0	75	42	14	28	33	55.93%	44.00%	70.21%
#2		52	0	0	52	2	8	0	42	12	9	3	30	73.17%	71.43%	76.92%
#3		0	3454	0	3454	51	666	0	2737	2486	189	2297	251	51.12%	9.17%	57.05%
#4		976	0	0	976	50	86	16	824	240	117	123	584	77.76%	70.87%	83.31%
#5		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%
#6		0	19	0	19	5	2	0	12	6	6	0	6	35.29%	50.00%	50.00%
#7		0	21	0	21	2	2	0	17	9	4	5	8	57.14%	47.06%	66.67%
#8		30	0	0	30	2	3	7	18	11	10	1	7	36.84%	38.89%	41.18%
#9		915	0	0	915	99	112	0	704	46	36	10	658	82.98%	93.47%	94.81%
#10		164	0	0	164	22	8	2	132	66	57	9	66	45.52%	50.00%	53.66%
#11		1797	0	0	1797	191	182	3	1421	227	191	36	1194	75.76%	84.03%	86.21%
#12		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		0	0	13	13	2	1	0	10	4	3	1	6	54.55%	60.00%	66.67%
#14		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#15		0	0	17	17	0	3	0	14	14	5	9	0	0.00%	0.00%	0.00%
#16		2259	0	0	2259	241	285	36	1697	423	290	133	1274	70.58%	75.07%	81.46%
#17		359	0	0	359	17	28	1	313	27	24	3	286	87.46%	91.37%	92.26%
#18		286	0	0	286	33	32	3	218	75	69	6	143	58.37%	65.60%	67.45%
#19		1382	0	0	1382	124	49	5	1204	88	72	16	1116	85.06%	92.69%	93.94%
#20		0	0	6	6	0	2	0	4	3	3	0	1	25.00%	25.00%	25.00%
#21		38	0	0	38	13	7	2	16	11	9	2	5	18.52%	31.25%	35.71%
#22		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#23		0	0	1477	1477	208	253	8	1008	428	350	78	580	50.97%	57.54%	62.37%
#24		197	0	0	197	27	15	2	153	19	15	4	134	76.14%	87.58%	89.93%
#25		17	0	0	17	2	3	1	11	2	2	0	9	69.23%	81.82%	81.82%
#26		76	0	0	76	5	15	2	54	31	28	3	23	41.07%	42.59%	45.10%
#27		0	0	900	900	130	133	1	636	256	219	37	380	52.13%	59.75%	63.44%
#28		0	0	18	18	1	1	0	16	16	7	9	0	0.00%	0.00%	0.00%
#29		0	0	23	23	4	4	2	13	6	2	4	7	53.85%	53.85%	77.78%
#30		100	0	0	100	10	10	2	78	31	24	7	47	58.02%	60.26%	66.20%
#31		54	0	0	54	12	4	0	38	3	3	0	35	70.00%	92.11%	92.11%
#32		0	0	1287	1287	279	246	11	751	347	242	105	404	43.68%	53.79%	62.54%
#33		0	212	0	212	163	23	0	26	20	19	1	6	3.19%	23.08%	24.00%
#34		914	0	0	914	70	114	2	728	539	416	123	189	28.00%	25.96%	31.24%
#35		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#36		0	0	780	780	119	155	9	497	223	179	44	274	47.90%	55.13%	60.49%
#37		0	0	554	554	110	104	11	329	138	116	22	191	45.80%	58.05%	62.21%
#38		273	0	0	273	30	14	0	229	28	23	5	201	79.13%	87.77%	89.73%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#39		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#40		524	0	0	524	121	25	0	378	24	21	3	354	71.37%	93.65%	94.40%
#41		479	0	0	479	50	48	9	372	109	79	30	263	67.09%	70.70%	76.90%
#42		0	198	0	198	4	16	8	170	90	66	24	80	53.33%	47.06%	54.79%
#43		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#44		17	0	0	17	1	1	0	15	1	1	0	14	87.50%	93.33%	93.33%
#45		0	0	32	32	10	2	0	20	4	4	0	16	53.33%	80.00%	80.00%
#46		65	0	0	65	8	13	0	44	5	3	2	39	78.00%	88.64%	92.86%
#47		333	0	0	333	18	29	1	285	36	26	10	249	84.98%	87.37%	90.55%
#48		704	0	0	704	84	57	6	557	235	193	42	322	53.76%	57.81%	62.52%
#49		2090	0	0	2090	258	164	7	1661	585	471	114	1076	59.61%	64.78%	69.55%
#50		52	0	0	52	12	4	1	35	9	6	3	26	59.09%	74.29%	81.25%
#51		65	0	0	65	15	12	0	38	9	9	0	29	54.72%	76.32%	76.32%
#52		571	0	0	571	47	6	0	518	12	12	0	506	89.56%	97.68%	97.68%
#53		48	0	0	48	0	0	1	47	47	46	1	0	0.00%	0.00%	0.00%
#54		514	0	0	514	28	25	1	460	28	26	2	432	88.89%	93.91%	94.32%
#55		36	0	0	36	3	1	1	31	4	2	2	27	84.38%	87.10%	93.10%
#56		0	0	29	29	11	5	1	12	9	1	8	3	20.00%	25.00%	75.00%
#57		711	0	0	711	82	115	7	507	95	65	30	412	73.70%	81.26%	86.37%
#58		0	0	11	11	0	2	2	7	7	3	4	0	0.00%	0.00%	0.00%
#59		112	0	0	112	6	10	9	87	81	55	26	6	8.96%	6.90%	9.84%
#60		26	0	0	26	3	2	5	16	13	4	9	3	30.00%	18.75%	42.86%
#61		1083	0	0	1083	144	88	5	846	97	78	19	749	77.14%	88.53%	90.57%
#62		29	0	0	29	3	4	0	22	3	3	0	19	76.00%	86.36%	86.36%
#63		0	0	581	581	90	87	1	403	178	161	17	225	47.27%	55.83%	58.29%
#64		520	0	0	520	48	43	4	425	82	65	17	343	75.22%	80.71%	84.07%
#65		2076	0	0	2076	239	131	9	1697	179	150	29	1518	79.60%	89.45%	91.01%
#66		1548	0	0	1548	30	249	6	1263	290	189	101	973	81.63%	77.04%	83.73%
#67		184	0	0	184	13	15	0	156	8	7	1	148	88.10%	94.87%	95.48%
#68		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#69		105	0	0	105	27	18	0	60	19	11	8	41	51.90%	68.33%	78.85%
#70		0	5	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#71		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#72		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#73		0	4	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#74		0	0	33	33	7	12	2	12	4	4	0	8	42.11%	66.67%	66.67%
#75		44	0	0	44	4	11	2	27	9	8	1	18	60.00%	66.67%	69.23%
#76		83	0	0	83	9	10	0	64	23	13	10	41	65.08%	64.06%	75.93%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#77		74	0	0	74	12	10	4	48	18	16	2	30	51.72%	62.50%	65.22%
#78		72	0	0	72	1	5	0	66	28	27	1	38	57.58%	57.58%	58.46%
#79		0	0	13	13	2	6	0	5	3	3	0	2	28.57%	40.00%	40.00%
#80		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%
#81		86	0	0	86	12	13	5	56	22	13	9	34	57.63%	60.71%	72.34%
#82		793	0	0	793	109	50	6	628	76	58	18	552	76.77%	87.90%	90.49%
#83		0	0	105	105	11	6	0	88	34	28	6	54	58.06%	61.36%	65.85%
#84		129	0	0	129	18	6	1	104	20	17	3	84	70.59%	80.77%	83.17%
#85		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#86		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#87		31	0	0	31	4	1	1	25	12	1	11	13	72.22%	52.00%	92.86%
#88		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#89		27	0	0	27	1	5	1	20	3	3	0	17	80.95%	85.00%	85.00%
#90		11	0	0	11	1	1	0	9	0	0	0	9	90.00%	100.00%	100.00%
#91		294	0	0	294	32	27	0	235	19	15	4	216	82.13%	91.91%	93.51%
#92		14	0	0	14	3	2	2	7	5	3	2	2	25.00%	28.57%	40.00%
#93		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#94		38	0	0	38	4	2	0	32	10	5	5	22	70.97%	68.75%	81.48%
#95		195	0	0	195	33	8	5	149	59	41	18	90	54.88%	60.40%	68.70%
#96		0	0	241	241	35	26	1	179	94	67	27	85	45.45%	47.49%	55.92%
#97		235	0	0	235	17	26	7	185	35	24	11	150	78.53%	81.08%	86.21%
#98		90	0	0	90	26	12	1	51	25	19	6	26	36.62%	50.98%	57.78%
#99		93	0	0	93	7	0	0	86	9	9	0	77	82.80%	89.53%	89.53%
#100		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	75.00%
#101		0	6	0	6	1	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#102		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#103		228	0	0	228	10	15	0	203	30	24	6	173	83.57%	85.22%	87.82%
#104		26	0	0	26	3	3	0	20	5	3	2	15	71.43%	75.00%	83.33%
#105		14	0	0	14	0	0	0	14	2	2	0	12	85.71%	85.71%	85.71%
#106		611	0	0	611	64	30	2	515	67	50	17	448	79.72%	86.99%	89.96%
#107		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%
#108		332	0	0	332	30	18	0	284	14	12	2	270	86.54%	95.07%	95.74%
#109		0	0	604	604	27	74	0	503	19	14	5	484	92.19%	96.22%	97.19%
#110		468	0	0	468	41	66	2	359	34	29	5	325	82.28%	90.53%	91.81%
#111		172	0	0	172	22	74	1	75	12	8	4	63	67.74%	84.00%	88.73%
#112		97	0	0	97	9	0	0	88	2	2	0	86	88.66%	97.73%	97.73%
#113		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%
#114		1000	0	0	1000	96	88	2	814	50	39	11	764	84.98%	93.86%	95.14%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#115		293	0	0	293	39	8	0	246	25	22	3	221	78.37%	89.84%	90.95%
#116		163	0	0	163	33	8	2	120	22	20	2	98	64.90%	81.67%	83.05%
#117		0	0	28	28	7	2	0	19	3	2	1	16	64.00%	84.21%	88.89%
#118		36	0	0	36	1	3	0	32	3	2	1	29	90.63%	90.63%	93.55%
#119		0	0	777	777	11	63	0	703	25	16	9	678	96.17%	96.44%	97.69%
#120		449	0	0	449	94	85	2	268	66	52	14	202	58.05%	75.37%	79.53%
#121		212	0	0	212	24	13	1	174	19	19	0	155	78.28%	89.08%	89.08%
#122		440	0	0	440	44	24	0	372	13	8	5	359	87.35%	96.51%	97.82%
#123		686	0	0	686	10	115	0	561	72	62	10	489	87.17%	87.17%	88.75%
#124		0	114	0	114	2	9	0	103	56	36	20	47	55.29%	45.63%	56.63%
#125		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%
#126		49	0	0	49	5	3	0	41	16	6	10	25	69.44%	60.98%	80.65%
#127		72	0	0	72	3	2	2	65	24	24	0	41	60.29%	63.08%	63.08%
#128		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#129		250	0	0	250	37	29	0	184	47	41	6	137	63.72%	74.46%	76.97%
#130		31	0	0	31	2	2	0	27	4	3	1	23	82.14%	85.19%	88.46%
#131		33	0	0	33	2	2	0	29	6	3	3	23	82.14%	79.31%	88.46%
#132		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#133		0	58	0	58	6	7	0	45	18	9	9	27	64.29%	60.00%	75.00%
#134		26	0	0	26	4	4	0	18	9	2	7	9	60.00%	50.00%	81.82%
#135		135	0	0	135	9	1	0	125	4	3	1	121	90.98%	96.80%	97.58%
#136		237	0	0	237	55	9	0	173	9	9	0	164	71.93%	94.80%	94.80%
#137		1561	0	0	1561	97	47	0	1417	107	87	20	1310	87.68%	92.45%	93.77%
#138		0	0	882	882	139	13	78	652	493	437	56	159	21.63%	24.39%	26.68%
#139		880	0	0	880	70	28	1	781	83	77	6	698	82.60%	89.37%	90.06%
#140		1646	0	0	1646	114	95	5	1432	98	72	26	1334	87.76%	93.16%	94.88%
#141		3805	0	0	3805	483	193	37	3092	254	209	45	2838	80.40%	91.79%	93.14%
#142		86	0	0	86	6	4	1	75	12	9	3	63	80.77%	84.00%	87.50%
#143		41	0	0	41	2	9	0	30	4	4	0	26	81.25%	86.67%	86.67%
#144		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%
#145		4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
#146		34	0	0	34	4	4	2	24	12	5	7	12	57.14%	50.00%	70.59%
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#148		33	0	0	33	16	6	0	11	7	6	1	4	15.38%	36.36%	40.00%
#149		213	0	0	213	10	9	0	194	14	14	0	180	88.24%	92.78%	92.78%
#150		196	0	0	196	17	20	0	159	11	8	3	148	85.55%	93.08%	94.87%
#151		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#152		506	0	0	506	50	41	3	412	42	30	12	370	82.22%	89.81%	92.50%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#153		83	0	0	83	1	1	0	81	6	3	3	75	94.94%	92.59%	96.15%
#154		106	0	0	106	21	11	0	74	20	13	7	54	61.36%	72.97%	80.60%
#155		0	0	397	397	68	30	4	295	72	63	9	223	62.99%	75.59%	77.97%
#156		966	0	0	966	138	74	10	744	131	105	26	613	71.61%	82.39%	85.38%
#157		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#158		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	62.50%
#159		230	0	0	230	25	21	0	184	9	5	4	175	85.37%	95.11%	97.22%
#160		424	0	0	424	33	30	8	353	259	188	71	94	29.84%	26.63%	33.33%
#161		55	0	0	55	1	1	0	53	5	5	0	48	88.89%	90.57%	90.57%
#162		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#163		38	0	0	38	2	1	1	34	4	4	0	30	83.33%	88.24%	88.24%
#164		23	0	0	23	3	3	0	17	9	8	1	8	42.11%	47.06%	50.00%
#165		1441	0	0	1441	165	109	1	1166	107	89	18	1059	80.65%	90.82%	92.25%
#166		214	0	0	214	41	23	5	145	50	40	10	95	53.98%	65.52%	70.37%
#167		14	0	0	14	2	1	0	11	2	0	2	9	81.82%	81.82%	100.00%
#168		111	0	0	111	19	6	4	82	42	33	9	40	43.48%	48.78%	54.79%
#169		0	0	15	15	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%
#170		0	0	381	381	20	162	1	198	31	16	15	167	82.27%	84.34%	91.26%
#171		952	0	0	952	39	61	0	852	45	40	5	807	91.08%	94.72%	95.28%
#172		780	0	0	780	80	129	1	570	72	62	10	498	77.81%	87.37%	88.93%
#173		75	0	0	75	20	10	2	43	14	13	1	29	46.77%	67.44%	69.05%
#174		128	0	0	128	16	15	0	97	13	11	2	84	75.68%	86.60%	88.42%
#175		7236	0	0	7236	220	572	10	6434	667	540	127	5767	88.36%	89.63%	91.44%
#176		342	0	0	342	20	27	1	294	47	44	3	247	79.42%	84.01%	84.88%
#177		1272	0	0	1272	84	76	3	1109	110	108	2	999	83.88%	90.08%	90.24%
#178		0	0	117	117	6	15	0	96	0	0	0	96	94.12%	100.00%	100.00%
#179		213	0	0	213	94	26	0	93	6	5	1	87	46.77%	93.55%	94.57%
#180		45	0	0	45	13	3	0	29	16	13	3	13	33.33%	44.83%	50.00%
#181		32	0	0	32	1	4	0	27	3	3	0	24	85.71%	88.89%	88.89%
#182		203	0	0	203	27	2	1	173	13	11	2	160	80.81%	92.49%	93.57%
#183		414	0	0	414	98	61	0	255	31	17	14	224	66.08%	87.84%	92.95%
#184		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#185		147	0	0	147	16	9	0	122	15	15	0	107	77.54%	87.70%	87.70%
#186		0	0	9999	9999	1190	1320	96	7393	5410	4070	1340	1983	27.38%	26.82%	32.76%
#187		8434	0	0	8434	395	820	38	7181	787	589	198	6394	86.66%	89.04%	91.57%
#188		2069	0	0	2069	218	105	6	1740	226	161	65	1514	79.98%	87.01%	90.39%
#189		77	0	0	77	2	20	2	53	39	22	17	14	36.84%	26.42%	38.89%
#190		4	0	0	4	0	0	0	4	4	0	4	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#191		43	0	0	43	2	7	0	34	14	7	7	20	68.97%	58.82%	74.07%
#192		2403	0	0	2403	87	250	2	2064	195	124	71	1869	89.86%	90.55%	93.78%
#193		1215	0	0	1215	78	75	1	1061	67	52	15	994	88.43%	93.69%	95.03%
#194		96	0	0	96	5	16	0	75	4	4	0	71	88.75%	94.67%	94.67%
#195		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#196		120	0	0	120	52	9	1	58	18	16	2	40	37.04%	68.97%	71.43%
#197		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#198		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#199		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#200		65	0	0	65	19	15	0	31	12	12	0	19	38.00%	61.29%	61.29%
#201		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#202		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#203		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
#204		0	0	23	23	7	8	0	8	4	2	2	4	30.77%	50.00%	66.67%
#205		195	0	0	195	30	34	1	130	26	23	3	104	66.24%	80.00%	81.89%
#206		74	0	0	74	6	5	0	63	6	5	1	57	83.82%	90.48%	91.94%
#207		10	0	0	10	0	2	3	5	3	3	0	2	40.00%	40.00%	40.00%
#208		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#209		30	0	0	30	0	2	0	28	23	12	11	5	29.41%	17.86%	29.41%
#210		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#211		4	0	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%
#212		333	0	0	333	58	34	1	240	115	92	23	125	45.45%	52.08%	57.60%
#213		22	0	0	22	4	9	1	8	7	4	3	1	11.11%	12.50%	20.00%
#214		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#215		5	0	0	5	0	0	0	5	3	2	1	2	50.00%	40.00%	50.00%
#216		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#217		135	0	0	135	27	16	2	90	52	41	11	38	35.85%	42.22%	48.10%
#218		47	0	0	47	9	4	0	34	30	25	5	4	10.53%	11.76%	13.79%
#219		96	0	0	96	19	5	0	72	10	6	4	62	71.26%	86.11%	91.18%
#220		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%
#221		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#222		0	0	982	982	58	58	15	851	150	97	53	701	81.89%	82.37%	87.84%
#223		422	0	0	422	19	30	0	373	8	7	1	365	93.35%	97.86%	98.12%
#224		65	0	0	65	2	9	3	51	16	12	4	35	71.43%	68.63%	74.47%
#225		13	0	0	13	0	2	0	11	5	3	2	6	66.67%	54.55%	66.67%
#226		692	0	0	692	21	38	3	630	23	20	3	607	93.67%	96.35%	96.81%
#227		0	0	4028	4028	112	68	15	3833	281	225	56	3552	91.33%	92.67%	94.04%
#228		8803	0	0	8803	639	388	5	7771	297	261	36	7474	89.25%	96.18%	96.63%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#229		9	0	0	9	2	3	1	3	2	2	0	1	20.00%	33.33%	33.33%
#230		0	0	3341	3341	4	454	29	2854	1234	865	369	1620	65.09%	56.76%	65.19%
#231		0	61	0	61	26	11	0	24	4	4	0	20	40.00%	83.33%	83.33%
#232		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#233		30	0	0	30	14	9	0	7	3	2	1	4	20.00%	57.14%	66.67%
#234		24	0	0	24	13	4	1	6	5	5	0	1	5.26%	16.67%	16.67%
#235		779	0	0	779	84	31	7	657	46	37	9	611	83.47%	93.00%	94.29%
#236		45	0	0	45	6	7	0	32	8	8	0	24	63.16%	75.00%	75.00%
#237		735	0	0	735	53	16	1	665	29	27	2	636	88.83%	95.64%	95.93%
#238		389	0	0	389	49	23	1	316	16	10	6	300	83.57%	94.94%	96.77%
#239		831	0	0	831	54	62	0	715	50	40	10	665	87.62%	93.01%	94.33%
#240		242	0	0	242	21	39	9	173	76	53	23	97	56.73%	56.07%	64.67%
#241		238	0	0	238	8	10	1	219	39	28	11	180	83.33%	82.19%	86.54%
#242		914	0	0	914	82	79	8	745	106	95	11	639	78.31%	85.77%	87.06%
#243		177	0	0	177	18	46	2	111	69	53	16	42	37.17%	37.84%	44.21%
#244		49	0	0	49	0	2	2	45	44	28	16	1	3.45%	2.22%	3.45%
#245		0	0	929	929	5	95	1	828	26	23	3	802	96.63%	96.86%	97.21%
#246		82	0	0	82	1	8	1	72	8	6	2	64	90.14%	88.89%	91.43%
#247		338	0	0	338	36	13	1	288	38	26	12	250	80.13%	86.81%	90.58%
#248		65	0	0	65	12	9	0	44	37	26	11	7	15.56%	15.91%	21.21%
#249		24305	0	0	24305	2147	3409	108	18641	9350	6910	2440	9291	50.64%	49.84%	57.35%
#250		373	0	0	373	29	24	0	320	24	21	3	296	85.55%	92.50%	93.38%
#251		0	0	251	251	13	59	1	178	66	51	15	112	63.64%	62.92%	68.71%
#252		392	0	0	392	52	82	1	257	84	71	13	173	58.45%	67.32%	70.90%
#253		0	0	23	23	2	2	0	19	3	2	1	16	80.00%	84.21%	88.89%
#254		69	0	0	69	11	13	0	45	6	6	0	39	69.64%	86.67%	86.67%
#255		0	0	7	7	1	1	0	5	1	1	0	4	66.67%	80.00%	80.00%
#256		26	0	0	26	5	3	0	18	10	7	3	8	40.00%	44.44%	53.33%
#257		38	0	0	38	2	6	0	30	2	2	0	28	87.50%	93.33%	93.33%
#258		24	0	0	24	1	7	2	14	7	6	1	7	50.00%	50.00%	53.85%
#259		283	0	0	283	20	3	0	260	8	7	1	252	90.32%	96.92%	97.30%
#260		30	0	0	30	2	0	0	28	0	0	0	28	93.33%	100.00%	100.00%
#261		124	0	0	124	26	6	3	89	27	22	5	62	56.36%	69.66%	73.81%
#262		3070	0	0	3070	188	358	2	2522	141	123	18	2381	88.45%	94.41%	95.09%
#263		0	520	0	520	347	56	0	117	85	46	39	32	7.53%	27.35%	41.03%
#264		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#265		12	0	0	12	0	6	0	6	5	3	2	1	25.00%	16.67%	25.00%
#266		0	0	14	14	7	3	0	4	1	1	0	3	27.27%	75.00%	75.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#267		36	0	0	36	8	2	1	25	6	4	2	19	61.29%	76.00%	82.61%
#268		0	1458	0	1458	74	103	0	1281	172	144	28	1109	83.57%	86.57%	88.51%
#269		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#270		0	0	61	61	30	7	0	24	14	11	3	10	19.61%	41.67%	47.62%
#271		49	0	0	49	5	4	0	40	15	13	2	25	58.14%	62.50%	65.79%
#272		0	18760	0	18760	621	2248	7	15884	4677	2937	1740	11207	75.90%	70.56%	79.24%
#273		10	0	0	10	2	4	0	4	3	0	3	1	33.33%	25.00%	100.00%
#274		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
#275		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#276		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#277		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#278		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#279		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#280		0	399	0	399	249	121	2	27	27	7	20	0	0.00%	0.00%	0.00%
#281		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#282		17	0	0	17	4	0	1	12	5	3	2	7	50.00%	58.33%	70.00%
#283		0	607	0	607	398	91	4	114	44	31	13	70	14.03%	61.40%	69.31%
#284		26	0	0	26	2	3	0	21	14	7	7	7	43.75%	33.33%	50.00%
#285		65	0	0	65	0	5	3	57	21	12	9	36	75.00%	63.16%	75.00%
#286		0	14	0	14	11	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#287		0	0	4	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#288		108	0	0	108	23	8	3	74	17	10	7	57	63.33%	77.03%	85.07%
#289		0	6225	0	6225	158	1222	3	4842	747	564	183	4095	85.01%	84.57%	87.89%
#290		204	0	0	204	14	10	0	180	11	9	2	169	88.02%	93.89%	94.94%
#291		52	0	0	52	30	5	1	16	6	3	3	10	23.26%	62.50%	76.92%
#292		0	9087	0	9087	224	1807	5	7051	1573	1289	284	5478	78.36%	77.69%	80.95%
#293		346	0	0	346	23	27	0	296	16	14	2	280	88.33%	94.59%	95.24%
#294		0	0	13	13	0	4	0	9	2	0	2	7	100.00%	77.78%	100.00%
#295		0	0	267	267	100	53	7	107	46	35	11	61	31.12%	57.01%	63.54%
#296		792	0	0	792	163	105	15	509	208	153	55	301	48.78%	59.14%	66.30%
#297		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#298		8	0	0	8	5	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#299		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#300		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#301		482	0	0	482	30	32	4	416	63	51	12	353	81.34%	84.86%	87.38%
#302		184	0	0	184	18	13	1	152	34	28	6	118	71.95%	77.63%	80.82%
#303		848	0	0	848	69	84	10	685	377	181	196	308	55.20%	44.96%	62.99%
#304		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#305		0	9257	0	9257	164	1781	3	7309	1844	1227	617	5465	79.71%	74.77%	81.66%
#306		25	0	0	25	0	5	4	16	14	12	2	2	14.29%	12.50%	14.29%
#307		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#308		279	0	0	279	12	38	0	229	25	23	2	204	85.36%	89.08%	89.87%
#309		35	0	0	35	3	7	1	24	14	7	7	10	50.00%	41.67%	58.82%
#310		0	0	25	25	2	4	0	19	5	1	4	14	82.35%	73.68%	93.33%
#311		35	0	0	35	14	0	0	21	15	11	4	6	19.35%	28.57%	35.29%
#312		0	0	36	36	0	5	1	30	11	8	3	19	70.37%	63.33%	70.37%
#313		26	0	0	26	9	2	2	13	8	6	2	5	25.00%	38.46%	45.45%
#314		491	0	0	491	9	27	0	455	27	20	7	428	93.65%	94.07%	95.54%
#315		36	0	0	36	2	4	0	30	4	4	0	26	81.25%	86.67%	86.67%
#316		5	0	0	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
#317		0	0	8	8	0	1	0	7	4	4	0	3	42.86%	42.86%	42.86%
#318		18	0	0	18	5	3	1	9	4	1	3	5	45.45%	55.56%	83.33%
#319		10	0	0	10	0	0	0	10	2	2	0	8	80.00%	80.00%	80.00%
#320		916	0	0	916	144	174	6	592	315	227	88	277	42.75%	46.79%	54.96%
#321		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#322		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%
#323		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#324		3386	0	0	3386	291	224	8	2863	360	319	41	2503	80.40%	87.43%	88.70%
#325		0	0	3412	3412	365	321	55	2671	494	345	149	2177	75.41%	81.51%	86.32%
#326		15101	0	0	15101	346	979	10	13766	292	231	61	13474	95.89%	97.88%	98.31%
#327		0	56	0	56	2	4	0	50	11	6	5	39	82.98%	78.00%	86.67%
#328		170	0	0	170	2	6	0	162	5	4	1	157	96.32%	96.91%	97.52%
#329		494	0	0	494	4	73	2	415	20	17	3	395	94.95%	95.18%	95.87%
#330		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#331		190	0	0	190	31	23	1	135	31	25	6	104	65.00%	77.04%	80.62%
#332		0	2192	0	2192	1076	260	11	845	235	129	106	610	33.61%	72.19%	82.54%
#333		221	0	0	221	75	20	1	125	53	44	9	72	37.70%	57.60%	62.07%
#334		0	0	33	33	10	10	0	13	2	2	0	11	47.83%	84.62%	84.62%
#335		59	0	0	59	17	12	1	29	13	8	5	16	39.02%	55.17%	66.67%
#336		0	0	9555	9555	122	701	16	8716	400	343	57	8316	94.70%	95.41%	96.04%
#337		3146	0	0	3146	253	211	19	2663	416	339	77	2247	79.15%	84.38%	86.89%
#338		706	0	0	706	64	63	13	566	157	134	23	409	67.38%	72.26%	75.32%
#339		135	0	0	135	19	7	2	107	42	31	11	65	56.52%	60.75%	67.71%
#340		0	417	0	417	210	74	6	127	80	58	22	47	14.92%	37.01%	44.76%
#341		615	0	0	615	88	38	5	484	131	110	21	353	64.07%	72.93%	76.24%
#342		1061	0	0	1061	221	165	14	661	306	242	64	355	43.40%	53.71%	59.46%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#343		45	0	0	45	25	3	0	17	14	11	3	3	7.69%	17.65%	21.43%
#344		1038	0	0	1038	136	39	1	862	57	39	18	805	82.14%	93.39%	95.38%
#345		345	0	0	345	5	28	0	312	17	12	5	295	94.55%	94.55%	96.09%
#346		0	0	1370	1370	11	122	1	1236	50	46	4	1186	95.41%	95.95%	96.27%
#347		105	0	0	105	4	2	0	99	6	6	0	93	90.29%	93.94%	93.94%
#348		374	0	0	374	45	44	5	280	92	75	17	188	61.04%	67.14%	71.48%
#349		41	0	0	41	4	5	0	32	12	12	0	20	55.56%	62.50%	62.50%
#350		15	0	0	15	6	1	0	8	5	4	1	3	23.08%	37.50%	42.86%
#351		129	0	0	129	5	14	1	109	11	10	1	98	86.73%	89.91%	90.74%
#352		1007	0	0	1007	73	57	1	876	97	85	12	779	83.14%	88.93%	90.16%
#353		13	0	0	13	0	1	0	12	1	1	0	11	91.67%	91.67%	91.67%
#354		0	0	1527	1527	104	99	5	1319	211	178	33	1108	79.71%	84.00%	86.16%
#355		83	0	0	83	4	5	0	74	4	4	0	70	89.74%	94.59%	94.59%
#356		0	2447	0	2447	239	195	1	2012	827	678	149	1185	56.37%	58.90%	63.61%
#357		3176	0	0	3176	284	173	17	2702	737	624	113	1965	68.40%	72.72%	75.90%
#358		24	0	0	24	2	9	3	10	8	5	3	2	22.22%	20.00%	28.57%
#359		0	0	1787	1787	17	330	4	1436	32	30	2	1404	96.76%	97.77%	97.91%
#360		49	0	0	49	1	5	0	43	6	6	0	37	84.09%	86.05%	86.05%
#361		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
#362		579	0	0	579	23	38	1	517	39	30	9	478	90.02%	92.46%	94.09%
#363		100	0	0	100	22	11	0	67	29	25	4	38	44.71%	56.72%	60.32%
#364		0	169	0	169	115	11	3	40	21	18	3	19	12.50%	47.50%	51.35%
#365		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#366		0	0	13	13	6	0	0	7	1	1	0	6	46.15%	85.71%	85.71%
#367		12	0	0	12	0	2	2	8	4	2	2	4	66.67%	50.00%	66.67%
#368		0	0	485	485	7	76	0	402	7	6	1	395	96.81%	98.26%	98.50%
#369		21	0	0	21	2	1	0	18	4	4	0	14	70.00%	77.78%	77.78%
#370		67	0	0	67	6	10	3	48	12	8	4	36	72.00%	75.00%	81.82%
#371		2418	0	0	2418	486	266	9	1657	689	566	123	968	47.92%	58.42%	63.10%
#372		463	0	0	463	55	24	1	383	61	56	5	322	74.36%	84.07%	85.19%
#373		53	0	0	53	3	2	0	48	9	9	0	39	76.47%	81.25%	81.25%
#374		136	0	0	136	2	24	4	106	39	12	27	67	82.72%	63.21%	84.81%
#375		323	0	0	323	12	24	1	302	48	47	1	254	81.15%	84.11%	84.39%
#376		46	0	0	46	7	0	0	39	8	7	1	31	68.89%	79.49%	81.58%
#377		0	0	58	58	2	8	0	48	3	3	0	45	90.00%	93.75%	93.75%
#378		101	0	0	101	12	3	0	86	7	4	3	79	83.16%	91.86%	95.18%
#379		0	4162	0	4162	135	804	2	3221	527	385	142	2694	83.82%	83.64%	87.50%
#380		170	0	0	170	8	5	0	157	28	27	1	129	78.66%	82.17%	82.69%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#381		0	0	186	186	62	49	6	69	49	41	8	20	16.26%	28.99%	32.79%
#382		9347	0	0	9347	1167	641	106	7433	1874	1653	221	5559	66.34%	74.79%	77.08%
#383		0	272	0	272	165	54	0	53	19	15	4	34	15.89%	64.15%	69.39%
#384		26	0	0	26	4	7	0	15	5	4	1	10	55.56%	66.67%	71.43%
#385		786	0	0	786	146	83	9	548	194	164	30	354	53.31%	64.60%	68.34%
#386		95	0	0	95	4	7	0	84	1	1	0	83	94.32%	98.81%	98.81%
#387		71	0	0	71	6	12	2	51	22	18	4	29	54.72%	56.86%	61.70%
#388		0	94	0	94	56	3	1	34	13	12	1	21	23.60%	61.76%	63.64%
#389		10	0	0	10	1	2	0	7	1	0	1	6	85.71%	85.71%	100.00%
#390		43	0	0	43	6	5	1	31	9	7	2	22	62.86%	70.97%	75.86%
#391		448	0	0	448	29	15	1	403	39	33	6	364	85.45%	90.32%	91.69%
#392		3028	0	0	3028	440	230	7	2351	375	292	83	1976	72.97%	84.05%	87.13%
#393		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#394		40	0	0	40	5	11	0	24	9	8	1	15	53.57%	62.50%	65.22%
#395		94	0	0	94	2	8	0	84	28	23	5	56	69.14%	66.67%	70.89%
#396		27110	0	0	27110	3174	2479	63	21394	2255	1922	333	19139	78.97%	89.46%	90.87%
#397		13	0	0	13	2	0	0	11	4	3	1	7	58.33%	63.64%	70.00%
#398		82	0	0	82	31	10	0	41	26	19	7	15	23.08%	36.59%	44.12%
#399		549	0	0	549	48	62	4	435	51	41	10	384	81.18%	88.28%	90.35%
#400		387	0	0	387	34	22	2	329	71	45	26	258	76.56%	78.42%	85.15%
#401		160	0	0	160	15	14	0	131	2	2	0	129	88.36%	98.47%	98.47%
#402		168	0	0	168	39	10	2	117	47	36	11	70	48.28%	59.83%	66.04%
#403		60	0	0	60	0	3	0	57	1	1	0	56	98.25%	98.25%	98.25%
#404		272	0	0	272	6	26	0	240	15	12	3	225	92.59%	93.75%	94.94%
#405		122	0	0	122	3	7	0	112	6	5	1	106	92.98%	94.64%	95.50%
#406		167	0	0	167	9	11	3	144	27	26	1	117	76.97%	81.25%	81.82%
#407		89	0	0	89	4	11	0	74	5	4	1	69	89.61%	93.24%	94.52%
#408		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#409		523	0	0	523	74	59	20	370	159	126	33	211	51.34%	57.03%	62.61%
#410		0	560	0	560	43	61	2	454	194	147	47	260	57.78%	57.27%	63.88%
#411		664	0	0	664	107	110	8	439	147	126	21	292	55.62%	66.51%	69.86%
#412		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#413		2229	0	0	2229	93	177	6	1953	176	159	17	1777	87.58%	90.99%	91.79%
#414		400	0	0	400	46	17	1	336	33	25	8	303	81.02%	90.18%	92.38%
#415		18	0	0	18	1	8	1	8	3	3	0	5	55.56%	62.50%	62.50%
#416		701	0	0	701	38	42	1	620	32	23	9	588	90.60%	94.84%	96.24%
#417		1036	0	0	1036	111	134	8	783	203	181	22	580	66.51%	74.07%	76.22%
#418		0	137	0	137	33	41	2	61	17	11	6	44	50.00%	72.13%	80.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#419		0	0	21	21	9	8	0	4	0	0	0	4	30.77%	100.00%	100.00%
#420		42	0	0	42	4	9	0	29	5	5	0	24	72.73%	82.76%	82.76%
#421		123	0	0	123	20	12	2	89	29	29	0	60	55.05%	67.42%	67.42%
#422		0	152	0	152	35	20	3	94	60	51	9	34	28.33%	36.17%	40.00%
#423		1385	0	0	1385	216	166	35	968	534	453	81	434	39.35%	44.83%	48.93%
#424		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#425		2075	0	0	2075	216	218	25	1616	852	701	151	764	45.45%	47.28%	52.15%
#426		367	0	0	367	15	26	0	326	31	28	3	295	87.28%	90.49%	91.33%
#427		85	0	0	85	13	12	2	58	26	24	2	32	46.38%	55.17%	57.14%
#428		3281	0	0	3281	268	254	9	2750	221	161	60	2529	85.50%	91.96%	94.01%
#429		226	0	0	226	147	22	7	50	29	21	8	21	11.11%	42.00%	50.00%
#430		207	0	0	207	3	1	4	199	39	36	3	160	80.40%	80.40%	81.63%
#431		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#432		7	0	0	7	1	0	0	6	1	0	1	5	83.33%	83.33%	100.00%
#433		1397	0	0	1397	123	91	8	1175	113	82	31	1062	83.82%	90.38%	92.83%
#434		48	0	0	48	1	6	0	41	13	10	3	28	71.79%	68.29%	73.68%
#435		13	0	0	13	7	0	0	6	6	4	2	0	0.00%	0.00%	0.00%
#436		7	0	0	7	1	0	0	6	1	1	0	5	71.43%	83.33%	83.33%
#437		1221	0	0	1221	132	48	7	1034	214	192	22	820	71.68%	79.30%	81.03%
#438		608	0	0	608	132	114	15	347	199	152	47	148	34.26%	42.65%	49.33%
LENS Subtotal		215175	0	0	215175	20006	19143	1058	174984	32615	25549	7066	142369	75.77%	81.36%	84.78%
EDI Subtotal		0	61313	0	61313	4641	9731	68	46873	13944	8118	5826	32929	72.07%	70.25%	80.22%
TAG Subtotal		0	0	47859	47859	3558	5284	387	38630	10956	8364	2592	27674	69.89%	71.64%	76.79%
TOTAL INTERFACES		215175	61313	47859	324347	28205	34158	1513	260487	57515	42031	15484	202972	74.30%	77.92%	82.84%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Residence Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	8	0	8	1	0	0	7	0	0	0	7	87.50%	100.00%	100.00%
#2		8	0	0	8	2	4	0	2	1	1	0	1	25.00%	50.00%	50.00%
#3		0	34	0	34	1	4	0	29	12	0	12	17	94.44%	58.62%	100.00%
#4		0	4	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%
#5		914	0	0	914	99	112	0	703	46	36	10	657	82.95%	93.46%	94.81%
#6		164	0	0	164	22	8	2	132	66	57	9	66	45.52%	50.00%	53.66%
#7		458	0	0	458	54	66	2	336	55	47	8	281	73.56%	83.63%	85.67%
#8		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#9		29	0	0	29	2	7	0	20	14	11	3	6	31.58%	30.00%	35.29%
#10		358	0	0	358	17	28	1	312	27	24	3	285	87.42%	91.35%	92.23%
#11		267	0	0	267	33	26	3	205	64	59	5	141	60.52%	68.78%	70.50%
#12		1382	0	0	1382	124	49	5	1204	88	72	16	1116	85.06%	92.69%	93.94%
#13		0	0	4	4	0	2	0	2	2	2	0	0	0.00%	0.00%	0.00%
#14		196	0	0	196	27	15	2	152	19	15	4	133	76.00%	87.50%	89.86%
#15		17	0	0	17	2	3	1	11	2	2	0	9	69.23%	81.82%	81.82%
#16		54	0	0	54	12	4	0	38	3	3	0	35	70.00%	92.11%	92.11%
#17		0	8	0	8	0	5	0	3	0	0	0	3	100.00%	100.00%	100.00%
#18		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#19		273	0	0	273	30	14	0	229	28	23	5	201	79.13%	87.77%	89.73%
#20		524	0	0	524	121	25	0	378	24	21	3	354	71.37%	93.65%	94.40%
#21		17	0	0	17	1	1	0	15	1	1	0	14	87.50%	93.33%	93.33%
#22		333	0	0	333	18	29	1	285	36	26	10	249	84.98%	87.37%	90.55%
#23		4	0	0	4	0	3	0	1	1	0	1	0	0.00%	0.00%	0.00%
#24		17	0	0	17	0	11	1	5	3	2	1	2	50.00%	40.00%	50.00%
#25		51	0	0	51	12	4	1	34	9	6	3	25	58.14%	73.53%	80.65%
#26		65	0	0	65	15	12	0	38	9	9	0	29	54.72%	76.32%	76.32%
#27		571	0	0	571	47	6	0	518	12	12	0	506	89.56%	97.68%	97.68%
#28		513	0	0	513	28	25	1	459	28	26	2	431	88.87%	93.90%	94.31%
#29		36	0	0	36	3	1	1	31	4	2	2	27	84.38%	87.10%	93.10%
#30		673	0	0	673	79	102	5	487	88	60	28	399	74.16%	81.93%	86.93%
#31		0	0	14	14	0	3	1	10	8	1	7	2	66.67%	20.00%	66.67%
#32		17	0	0	17	3	4	0	10	9	6	3	1	10.00%	10.00%	14.29%
#33		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#34		1079	0	0	1079	144	85	5	845	97	78	19	748	77.11%	88.52%	90.56%
#35		29	0	0	29	3	4	0	22	3	3	0	19	76.00%	86.36%	86.36%
#36		6	0	0	6	0	4	0	2	2	2	0	0	0.00%	0.00%	0.00%
#37		2066	0	0	2066	236	130	9	1691	177	148	29	1514	79.77%	89.53%	91.10%
#38		1548	0	0	1548	30	249	6	1263	290	189	101	973	81.63%	77.04%	83.73%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Residence Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING						FLOWTHROUGH				
						LESOG										
						Mechanized Interface Used		Manual	Rejects	Validated		Errors				
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#39		182	0	0	182	13	15	0	154	8	7	1	146	87.95%	94.81%	95.42%
#40		3	0	0	3	0	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#41		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#42		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#43		66	0	0	66	6	6	0	54	18	10	8	36	69.23%	66.67%	78.26%
#44		2	0	0	2	0	0	1	1	1	1	0	0	0.00%	0.00%	0.00%
#45		49	0	0	49	7	5	1	36	12	5	7	24	66.67%	66.67%	82.76%
#46		793	0	0	793	109	50	6	628	76	58	18	552	76.77%	87.90%	90.49%
#47		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#48		11	0	0	11	1	1	0	9	0	0	0	9	90.00%	100.00%	100.00%
#49		281	0	0	281	31	21	0	229	18	14	4	211	82.42%	92.14%	93.78%
#50		13	0	0	13	3	2	2	6	4	2	2	2	28.57%	33.33%	50.00%
#51		3	0	0	3	0	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#52		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#53		83	0	0	83	26	11	1	45	23	18	5	22	33.33%	48.89%	55.00%
#54		93	0	0	93	7	0	0	86	9	9	0	77	82.80%	89.53%	89.53%
#55		228	0	0	228	10	15	0	203	30	24	6	173	83.57%	85.22%	87.82%
#56		26	0	0	26	3	3	0	20	5	3	2	15	71.43%	75.00%	83.33%
#57		611	0	0	611	64	30	2	515	67	50	17	448	79.72%	86.99%	89.96%
#58		332	0	0	332	30	18	0	284	14	12	2	270	86.54%	95.07%	95.74%
#59		468	0	0	468	41	66	2	359	34	29	5	325	82.28%	90.53%	91.81%
#60		0	0	604	604	27	74	0	503	19	14	5	484	92.19%	96.22%	97.19%
#61		172	0	0	172	22	74	1	75	12	8	4	63	67.74%	84.00%	88.73%
#62		97	0	0	97	9	0	0	88	2	2	0	86	88.66%	97.73%	97.73%
#63		998	0	0	998	96	88	2	812	43	32	11	769	85.73%	94.70%	96.00%
#64		293	0	0	293	39	8	0	246	25	22	3	221	78.37%	89.84%	90.95%
#65		163	0	0	163	33	8	2	120	22	20	2	98	64.90%	81.67%	83.05%
#66		449	0	0	449	94	85	2	268	66	52	14	202	58.05%	75.37%	79.53%
#67		0	0	777	777	11	63	0	703	25	16	9	678	96.17%	96.44%	97.69%
#68		212	0	0	212	24	13	1	174	19	19	0	155	78.28%	89.08%	89.08%
#69		440	0	0	440	44	24	0	372	13	8	5	359	87.35%	96.51%	97.82%
#70		686	0	0	686	10	115	0	561	72	62	10	489	87.17%	87.17%	88.75%
#71		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
#72		72	0	0	72	3	2	2	65	24	24	0	41	60.29%	63.08%	63.08%
#73		214	0	0	214	26	20	0	168	31	25	6	137	72.87%	81.55%	84.57%
#74		31	0	0	31	2	2	0	27	4	3	1	23	82.14%	85.19%	88.46%
#75		30	0	0	30	1	2	0	27	5	3	2	22	84.62%	81.48%	88.00%
#76		0	7	0	7	2	0	0	5	4	0	4	1	33.33%	20.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Residence Detail) REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING					FLOWTHROUGH						
					LESOG											
					Mechanized Interface Used		Manual	Rejects	Validated		Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#77		131	0	0	131	8	1	0	122	4	3	1	118	91.47%	96.72%	97.52%
#78		237	0	0	237	55	9	0	173	9	9	0	164	71.93%	94.80%	94.80%
#79		1561	0	0	1561	97	47	0	1417	107	87	20	1310	87.68%	92.45%	93.77%
#80		874	0	0	874	68	28	1	777	83	77	6	694	82.72%	89.32%	90.01%
#81		1639	0	0	1639	113	95	4	1427	96	72	24	1331	87.80%	93.27%	94.87%
#82		3805	0	0	3805	483	193	37	3092	254	209	45	2838	80.40%	91.79%	93.14%
#83		86	0	0	86	6	4	1	75	12	9	3	63	80.77%	84.00%	87.50%
#84		41	0	0	41	2	9	0	30	4	4	0	26	81.25%	86.67%	86.67%
#85		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
#86		213	0	0	213	10	9	0	194	14	14	0	180	88.24%	92.78%	92.78%
#87		178	0	0	178	16	17	0	145	8	5	3	137	86.71%	94.48%	96.48%
#88		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#89		506	0	0	506	50	41	3	412	42	30	12	370	82.22%	89.81%	92.50%
#90		83	0	0	83	1	1	0	81	6	3	3	75	94.94%	92.59%	96.15%
#91		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#92		224	0	0	224	25	21	0	178	7	5	2	171	85.07%	96.07%	97.16%
#93		6	0	0	6	0	2	0	4	4	3	1	0	0.00%	0.00%	0.00%
#94		43	0	0	43	1	1	0	41	1	1	0	40	95.24%	97.56%	97.56%
#95		38	0	0	38	2	1	1	34	4	4	0	30	83.33%	88.24%	88.24%
#96		1441	0	0	1441	165	109	1	1166	107	89	18	1059	80.65%	90.82%	92.25%
#97		41	0	0	41	1	5	0	35	17	11	6	18	60.00%	51.43%	62.07%
#98		948	0	0	948	38	60	0	850	43	38	5	807	91.39%	94.94%	95.50%
#99		0	0	381	381	20	162	1	198	31	16	15	167	82.27%	84.34%	91.26%
#100		777	0	0	777	79	129	1	568	72	62	10	496	77.86%	87.32%	88.89%
#101		31	0	0	31	7	2	0	22	2	1	1	20	71.43%	90.91%	95.24%
#102		128	0	0	128	16	15	0	97	13	11	2	84	75.68%	86.60%	88.42%
#103		7236	0	0	7236	220	572	10	6434	667	540	127	5767	88.36%	89.63%	91.44%
#104		321	0	0	321	15	21	0	285	43	40	3	242	81.48%	84.91%	85.82%
#105		1272	0	0	1272	84	76	3	1109	110	108	2	999	83.88%	90.08%	90.24%
#106		213	0	0	213	94	26	0	93	6	5	1	87	46.77%	93.55%	94.57%
#107		0	0	117	117	6	15	0	96	0	0	0	96	94.12%	100.00%	100.00%
#108		32	0	0	32	1	4	0	27	3	3	0	24	85.71%	88.89%	88.89%
#109		203	0	0	203	27	2	1	173	13	11	2	160	80.81%	92.49%	93.57%
#110		406	0	0	406	94	61	0	251	30	16	14	221	66.77%	88.05%	93.25%
#111		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#112		147	0	0	147	16	9	0	122	15	15	0	107	77.54%	87.70%	87.70%
#113		78	0	0	78	4	68	0	6	1	1	0	5	50.00%	83.33%	83.33%
#114		0	0	17	17	3	6	2	6	6	2	4	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Residence Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#115		2049	0	0	2049	218	101	6	1724	220	156	64	1504	80.09%	87.24%	90.60%
#116		2403	0	0	2403	87	250	2	2064	195	124	71	1869	89.86%	90.55%	93.78%
#117		1215	0	0	1215	78	75	1	1061	67	52	15	994	88.43%	93.69%	95.03%
#118		94	0	0	94	5	15	0	74	4	4	0	70	88.61%	94.59%	94.59%
#119		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#120		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#121		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#122		40	0	0	40	8	12	0	20	8	8	0	12	42.86%	60.00%	60.00%
#123		74	0	0	74	6	5	0	63	6	5	1	57	83.82%	90.48%	91.94%
#124		8	0	0	8	0	2	3	3	3	3	0	0	0.00%	0.00%	0.00%
#125		297	0	0	297	50	33	1	213	103	82	21	110	45.45%	51.64%	57.29%
#126		22	0	0	22	4	9	1	8	7	4	3	1	11.11%	12.50%	20.00%
#127		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#128		10	0	0	10	0	3	0	7	6	5	1	1	16.67%	14.29%	16.67%
#129		96	0	0	96	19	5	0	72	10	6	4	62	71.26%	86.11%	91.18%
#130		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#131		21	0	0	21	4	16	0	1	1	1	0	0	0.00%	0.00%	0.00%
#132		0	0	5	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#133		692	0	0	692	21	38	3	630	23	20	3	607	93.67%	96.35%	96.81%
#134		8802	0	0	8802	639	388	5	7770	297	261	36	7473	89.25%	96.18%	96.63%
#135		0	0	4027	4027	112	68	15	3832	281	225	56	3551	91.33%	92.67%	94.04%
#136		0	0	3319	3319	4	448	29	2838	1222	854	368	1616	65.32%	56.94%	65.43%
#137		765	0	0	765	82	29	7	647	44	36	8	603	83.63%	93.20%	94.37%
#138		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#139		735	0	0	735	53	16	1	665	29	27	2	636	88.83%	95.64%	95.93%
#140		389	0	0	389	49	23	1	316	16	10	6	300	83.57%	94.94%	96.77%
#141		831	0	0	831	54	62	0	715	50	40	10	665	87.62%	93.01%	94.33%
#142		27	0	0	27	0	7	2	18	5	1	4	13	92.86%	72.22%	92.86%
#143		238	0	0	238	8	10	1	219	39	28	11	180	83.33%	82.19%	86.54%
#144		876	0	0	876	78	69	8	721	92	84	8	629	79.52%	87.24%	88.22%
#145		11	0	0	11	0	4	0	7	4	3	1	3	50.00%	42.86%	50.00%
#146		82	0	0	82	1	8	1	72	8	6	2	64	90.14%	88.89%	91.43%
#147		0	0	929	929	5	95	1	828	26	23	3	802	96.63%	96.86%	97.21%
#148		338	0	0	338	36	13	1	288	38	26	12	250	80.13%	86.81%	90.58%
#149		22766	0	0	22766	1917	3128	91	17630	8800	6501	2299	8830	51.19%	50.09%	57.60%
#150		373	0	0	373	29	24	0	320	24	21	3	296	85.55%	92.50%	93.38%
#151		230	0	0	230	15	44	1	170	36	31	5	134	74.44%	78.82%	81.21%
#152		0	0	219	219	10	42	1	166	57	44	13	109	66.87%	65.66%	71.24%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Residence Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#153		69	0	0	69	11	13	0	45	6	6	0	39	69.64%	86.67%	86.67%
#154		18	0	0	18	1	3	0	14	8	5	3	6	50.00%	42.86%	54.55%
#155		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#156		38	0	0	38	2	6	0	30	2	2	0	28	87.50%	93.33%	93.33%
#157		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#158		283	0	0	283	20	3	0	260	8	7	1	252	90.32%	96.92%	97.30%
#159		30	0	0	30	2	0	0	28	0	0	0	28	93.33%	100.00%	100.00%
#160		63	0	0	63	6	1	1	55	13	10	3	42	72.41%	76.36%	80.77%
#161		3064	0	0	3064	187	358	2	2517	140	122	18	2377	88.50%	94.44%	95.12%
#162		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#163		0	1458	0	1458	74	103	0	1281	172	144	28	1109	83.57%	86.57%	88.51%
#164		8	0	0	8	1	2	0	5	4	2	2	1	25.00%	20.00%	33.33%
#165		0	0	10	10	5	1	0	4	1	1	0	3	33.33%	75.00%	75.00%
#166		0	95	0	95	7	3	0	85	1	1	0	84	91.30%	98.82%	98.82%
#167		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#168		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#169		41	0	0	41	0	4	0	37	1	0	1	36	100.00%	97.30%	100.00%
#170		204	0	0	204	14	10	0	180	11	9	2	169	88.02%	93.89%	94.94%
#171		0	6225	0	6225	158	1222	3	4842	747	564	183	4095	85.01%	84.57%	87.89%
#172		346	0	0	346	23	27	0	296	16	14	2	280	88.33%	94.59%	95.24%
#173		0	9087	0	9087	224	1807	5	7051	1573	1289	284	5478	78.36%	77.69%	80.95%
#174		304	0	0	304	15	41	5	243	71	43	28	172	74.78%	70.78%	80.00%
#175		0	0	127	127	23	26	4	74	23	16	7	51	56.67%	68.92%	76.12%
#176		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#177		433	0	0	433	26	24	3	380	44	37	7	336	84.21%	88.42%	90.08%
#178		118	0	0	118	6	10	0	102	13	9	4	89	85.58%	87.25%	90.82%
#179		271	0	0	271	6	20	2	243	100	54	46	143	70.44%	58.85%	72.59%
#180		0	9257	0	9257	164	1781	3	7309	1844	1227	617	5465	79.71%	74.77%	81.66%
#181		268	0	0	268	12	30	0	226	22	21	1	204	86.08%	90.27%	90.67%
#182		34	0	0	34	2	7	1	24	14	7	7	10	52.63%	41.67%	58.82%
#183		18	0	0	18	9	0	0	9	9	9	0	0	0.00%	0.00%	0.00%
#184		6	0	0	6	0	2	0	4	1	0	1	3	100.00%	75.00%	100.00%
#185		491	0	0	491	9	27	0	455	27	20	7	428	93.65%	94.07%	95.54%
#186		36	0	0	36	2	4	0	30	4	4	0	26	81.25%	86.67%	86.67%
#187		8	0	0	8	0	3	0	5	2	1	1	3	75.00%	60.00%	75.00%
#188		10	0	0	10	0	0	0	10	2	2	0	8	80.00%	80.00%	80.00%
#189		159	0	0	159	11	22	0	126	66	46	20	60	51.28%	47.62%	56.60%
#190		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Residence Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#191		3384	0	0	3384	291	224	8	2861	360	319	41	2501	80.39%	87.42%	88.69%
#192		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#193		15096	0	0	15096	344	977	10	13765	292	231	61	13473	95.91%	97.88%	98.31%
#194		0	0	3355	3355	353	317	54	2631	465	334	131	2166	75.92%	82.33%	86.64%
#195		170	0	0	170	2	6	0	162	5	4	1	157	96.32%	96.91%	97.52%
#196		0	56	0	56	2	4	0	50	11	6	5	39	82.98%	78.00%	86.67%
#197		494	0	0	494	4	73	2	415	20	17	3	395	94.95%	95.18%	95.87%
#198		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#199		129	0	0	129	11	18	1	99	19	15	4	80	75.47%	80.81%	84.21%
#200		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#201		0	152	0	152	22	33	1	96	36	15	21	60	61.86%	62.50%	80.00%
#202		3146	0	0	3146	253	211	19	2663	416	339	77	2247	79.15%	84.38%	86.89%
#203		0	0	9555	9555	122	701	16	8716	400	343	57	8316	94.70%	95.41%	96.04%
#204		335	0	0	335	37	27	3	268	53	43	10	215	72.88%	80.22%	83.33%
#205		29	0	0	29	4	2	0	23	7	7	0	16	59.26%	69.57%	69.57%
#206		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#207		125	0	0	125	15	13	2	95	32	23	9	63	62.38%	66.32%	73.26%
#208		32	0	0	32	18	2	0	12	9	6	3	3	11.11%	25.00%	33.33%
#209		1036	0	0	1036	136	39	1	860	57	39	18	803	82.11%	93.37%	95.37%
#210		345	0	0	345	5	28	0	312	17	12	5	295	94.55%	94.55%	96.09%
#211		105	0	0	105	4	2	0	99	6	6	0	93	90.29%	93.94%	93.94%
#212		0	0	1370	1370	11	122	1	1236	50	46	4	1186	95.41%	95.95%	96.27%
#213		230	0	0	230	11	17	2	200	37	35	2	163	77.99%	81.50%	82.32%
#214		23	0	0	23	2	3	0	18	3	3	0	15	75.00%	83.33%	83.33%
#215		129	0	0	129	5	14	1	109	11	10	1	98	86.73%	89.91%	90.74%
#216		1007	0	0	1007	73	57	1	876	97	85	12	779	83.14%	88.93%	90.16%
#217		13	0	0	13	0	1	0	12	1	1	0	11	91.67%	91.67%	91.67%
#218		83	0	0	83	4	5	0	74	4	4	0	70	89.74%	94.59%	94.59%
#219		0	0	1527	1527	104	99	5	1319	211	178	33	1108	79.71%	84.00%	86.16%
#220		3176	0	0	3176	284	173	17	2702	737	624	113	1965	68.40%	72.72%	75.90%
#221		0	2447	0	2447	239	195	1	2012	827	678	149	1185	56.37%	58.90%	63.61%
#222		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#223		49	0	0	49	1	5	0	43	6	6	0	37	84.09%	86.05%	86.05%
#224		0	0	1787	1787	17	330	4	1436	32	30	2	1404	96.76%	97.77%	97.91%
#225		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
#226		574	0	0	574	20	38	1	515	39	30	9	476	90.49%	92.43%	94.07%
#227		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#228		0	0	6	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Residence Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#229		21	0	0	21	2	1	0	18	4	4	0	14	70.00%	77.78%	77.78%
#230		0	0	485	485	7	76	0	402	7	6	1	395	96.81%	98.26%	98.50%
#231		59	0	0	59	6	8	1	44	9	6	3	35	74.47%	79.55%	85.37%
#232		463	0	0	463	55	24	1	383	61	56	5	322	74.36%	84.07%	85.19%
#233		53	0	0	53	3	2	0	48	9	9	0	39	76.47%	81.25%	81.25%
#234		323	0	0	323	20	10	1	292	19	15	4	273	88.64%	93.49%	94.79%
#235		8	0	0	8	0	0	0	8	2	1	1	6	85.71%	75.00%	85.71%
#236		101	0	0	101	12	3	0	86	7	4	3	79	83.16%	91.86%	95.18%
#237		0	0	58	58	2	8	0	48	3	3	0	45	90.00%	93.75%	93.75%
#238		170	0	0	170	8	5	0	157	28	27	1	129	78.66%	82.17%	82.69%
#239		0	4162	0	4162	135	804	2	3221	527	385	142	2694	83.82%	83.64%	87.50%
#240		287	0	0	287	40	38	4	205	42	35	7	163	68.49%	79.51%	82.32%
#241		26	0	0	26	4	7	0	15	5	4	1	10	55.56%	66.67%	71.43%
#242		95	0	0	95	4	7	0	84	1	1	0	83	94.32%	98.81%	98.81%
#243		10	0	0	10	1	2	0	7	1	0	1	6	85.71%	85.71%	100.00%
#244		448	0	0	448	29	15	1	403	39	33	6	364	85.45%	90.32%	91.69%
#245		3028	0	0	3028	440	230	7	2351	375	292	83	1976	72.97%	84.05%	87.13%
#246		27110	0	0	27110	3174	2479	63	21394	2255	1922	333	19139	78.97%	89.46%	90.87%
#247		50	0	0	50	12	7	0	31	21	16	5	10	26.32%	32.26%	38.46%
#248		548	0	0	548	47	62	4	435	51	41	10	384	81.36%	88.28%	90.35%
#249		387	0	0	387	34	22	2	329	71	45	26	258	76.56%	78.42%	85.15%
#250		160	0	0	160	15	14	0	131	2	2	0	129	88.36%	98.47%	98.47%
#251		60	0	0	60	0	3	0	57	1	1	0	56	98.25%	98.25%	98.25%
#252		272	0	0	272	6	26	0	240	15	12	3	225	92.59%	93.75%	94.94%
#253		122	0	0	122	3	7	0	112	6	5	1	106	92.98%	94.64%	95.50%
#254		167	0	0	167	9	11	3	144	27	26	1	117	76.97%	81.25%	81.82%
#255		89	0	0	89	4	11	0	74	5	4	1	69	89.61%	93.24%	94.52%
#256		30	0	0	30	3	1	1	25	3	2	1	22	81.48%	88.00%	91.67%
#257		2194	0	0	2194	90	169	6	1929	171	158	13	1758	87.64%	91.14%	91.75%
#258		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#259		400	0	0	400	46	17	1	336	33	25	8	303	81.02%	90.18%	92.38%
#260		18	0	0	18	1	8	1	8	3	3	0	5	55.56%	62.50%	62.50%
#261		693	0	0	693	33	42	1	617	30	22	8	587	91.43%	95.14%	96.39%
#262		1031	0	0	1031	111	134	8	778	199	180	19	579	66.55%	74.42%	76.28%
#263		56	0	0	56	3	7	0	46	10	10	0	36	73.47%	78.26%	78.26%
#264		145	0	0	145	6	9	0	130	27	24	3	103	77.44%	79.23%	81.10%
#265		0	12	0	12	6	1	0	5	3	3	0	2	18.18%	40.00%	40.00%
#266		5	0	0	5	0	3	0	2	2	2	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Residence Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#267		367	0	0	367	15	26	0	326	31	28	3	295	87.28%	90.49%	91.33%
#268		49	0	0	49	11	7	2	29	11	10	1	18	46.15%	62.07%	64.29%
#269		3261	0	0	3261	265	254	9	2733	216	159	57	2517	85.58%	92.10%	94.06%
#270		42	0	0	42	2	12	6	22	10	8	2	12	54.55%	54.55%	60.00%
#271		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#272		1395	0	0	1395	123	91	8	1173	111	81	30	1062	83.89%	90.54%	92.91%
#273		36	0	0	36	0	5	0	31	9	6	3	22	78.57%	70.97%	78.57%
#274		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#275		1221	0	0	1221	132	48	7	1034	214	192	22	820	71.68%	79.30%	81.03%
LENS Subtotal		166308	0	0	166308	13849	14141	489	137829	20762	16267	4495	117067	79.54%	84.94%	87.80%
EDI Subtotal		0	33014	0	33014	1036	5964	15	25999	5759	4313	1446	20240	79.10%	77.85%	82.43%
TAG Subtotal		0	0	28697	28697	847	2661	134	25055	2871	2155	716	22184	88.08%	88.54%	91.15%
TOTAL INTERFACES		166308	33014	28697	228019	15732	22766	638	188883	29392	22735	6657	159491	80.57%	84.44%	87.52%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Business Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#2		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#3		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		19	0	0	19	0	6	0	13	11	10	1	2	16.67%	15.38%	16.67%
#5		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#6		5	0	0	5	0	1	1	3	2	2	0	1	33.33%	33.33%	33.33%
#7		0	0	10	10	2	0	0	8	3	1	2	5	62.50%	62.50%	83.33%
#8		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#9		76	0	0	76	5	15	2	54	31	28	3	23	41.07%	42.59%	45.10%
#10		0	0	4	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#11		0	0	10	10	0	1	0	9	6	4	2	3	42.86%	33.33%	42.86%
#12		0	11	0	11	0	5	0	6	3	3	0	3	50.00%	50.00%	50.00%
#13		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#14		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#15		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#16		5	0	0	5	2	0	0	3	2	2	0	1	20.00%	33.33%	33.33%
#17		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#18		12	0	0	12	1	6	0	5	1	1	0	4	66.67%	80.00%	80.00%
#19		57	0	0	57	8	14	0	35	14	8	6	21	56.76%	60.00%	72.41%
#20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#21		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#22		0	0	15	15	11	2	0	2	1	0	1	1	8.33%	50.00%	100.00%
#23		34	0	0	34	3	12	1	18	5	3	2	13	68.42%	72.22%	81.25%
#24		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#25		24	0	0	24	3	0	5	16	13	4	9	3	30.00%	18.75%	42.86%
#26		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#27		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#28		28	0	0	28	4	5	0	19	7	4	3	12	60.00%	63.16%	75.00%
#29		10	0	0	10	3	1	0	6	2	2	0	4	44.44%	66.67%	66.67%
#30		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#31		4	0	0	4	1	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#32		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#33		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#34		17	0	0	17	3	4	0	10	5	3	2	5	45.45%	50.00%	62.50%
#35		6	0	0	6	0	2	1	3	1	1	0	2	66.67%	66.67%	66.67%
#36		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#37		37	0	0	37	5	8	4	20	10	8	2	10	43.48%	50.00%	55.56%
#38		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Business Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#39		13	0	0	13	1	6	0	6	1	1	0	5	71.43%	83.33%	83.33%
#40		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#41		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
#42		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#43		9	0	0	9	0	2	0	7	3	2	1	4	66.67%	57.14%	66.67%
#44		7	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%
#45		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#46		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#47		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
#48		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#49		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#50		7	0	0	7	1	0	1	5	2	0	2	3	75.00%	60.00%	100.00%
#51		27	0	0	27	16	2	0	9	7	6	1	2	8.33%	22.22%	25.00%
#52		18	0	0	18	1	3	0	14	3	3	0	11	73.33%	78.57%	78.57%
#53		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#54		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#55		35	0	0	35	0	4	1	30	12	7	5	18	72.00%	60.00%	72.00%
#56		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#57		6	0	0	6	0	0	0	6	2	0	2	4	100.00%	66.67%	100.00%
#58		12	0	0	12	0	0	0	12	4	4	0	8	66.67%	66.67%	66.67%
#59		23	0	0	23	3	3	0	17	9	8	1	8	42.11%	47.06%	50.00%
#60		9	0	0	9	1	1	0	7	3	3	0	4	50.00%	57.14%	57.14%
#61		14	0	0	14	2	1	0	11	2	0	2	9	81.82%	81.82%	100.00%
#62		70	0	0	70	18	1	4	47	25	22	3	22	35.48%	46.81%	50.00%
#63		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#64		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#65		44	0	0	44	13	8	2	21	12	12	0	9	26.47%	42.86%	42.86%
#66		21	0	0	21	5	6	1	9	4	4	0	5	35.71%	55.56%	55.56%
#67		45	0	0	45	13	3	0	29	16	13	3	13	33.33%	44.83%	50.00%
#68		8	0	0	8	4	0	0	4	1	1	0	3	37.50%	75.00%	75.00%
#69		0	0	11	11	10	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#70		62	0	0	62	6	8	0	48	12	11	1	36	67.92%	75.00%	76.60%
#71		20	0	0	20	0	4	0	16	6	5	1	10	66.67%	62.50%	66.67%
#72		32	0	0	32	2	4	1	25	11	11	0	14	51.85%	56.00%	56.00%
#73		28	0	0	28	2	0	0	26	6	5	1	20	74.07%	76.92%	80.00%
#74		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#75		4	0	0	4	0	2	1	1	1	1	0	0	0.00%	0.00%	0.00%
#76		25	0	0	25	11	3	0	11	4	4	0	7	31.82%	63.64%	63.64%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Business Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#77		36	0	0	36	8	1	0	27	12	10	2	15	45.45%	55.56%	60.00%
#78		33	0	0	33	7	1	0	25	22	19	3	3	10.34%	12.00%	13.64%
#79		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#80		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#81		9	0	0	9	2	3	1	3	2	2	0	1	20.00%	33.33%	33.33%
#82		0	0	22	22	0	6	0	16	12	11	1	4	26.67%	25.00%	26.67%
#83		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#84		18	0	0	18	7	5	0	6	2	2	0	4	30.77%	66.67%	66.67%
#85		24	0	0	24	13	4	1	6	5	5	0	1	5.26%	16.67%	16.67%
#86		14	0	0	14	2	2	0	10	2	1	1	8	72.73%	80.00%	88.89%
#87		43	0	0	43	5	7	0	31	7	7	0	24	66.67%	77.42%	77.42%
#88		215	0	0	215	21	32	7	155	71	52	19	84	53.50%	54.19%	61.76%
#89		38	0	0	38	4	10	0	24	14	11	3	10	40.00%	41.67%	47.62%
#90		155	0	0	155	18	40	2	95	57	48	9	38	36.54%	40.00%	44.19%
#91		4	0	0	4	0	2	0	2	1	1	0	1	50.00%	50.00%	50.00%
#92		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#93		1499	0	0	1499	226	273	17	983	522	393	129	461	42.69%	46.90%	53.98%
#94		0	0	32	32	3	17	0	12	9	7	2	3	23.08%	25.00%	30.00%
#95		117	0	0	117	22	19	0	76	37	33	4	39	41.49%	51.32%	54.17%
#96		0	0	5	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#97		8	0	0	8	4	0	0	4	2	2	0	2	25.00%	50.00%	50.00%
#98		11	0	0	11	0	2	2	7	2	1	1	5	83.33%	71.43%	83.33%
#99		61	0	0	61	20	5	2	34	14	12	2	20	38.46%	58.82%	62.50%
#100		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#101		0	0	7	7	0	3	0	4	1	1	0	3	75.00%	75.00%	75.00%
#102		34	0	0	34	8	2	0	24	6	4	2	18	60.00%	75.00%	81.82%
#103		0	0	51	51	25	6	0	20	13	10	3	7	16.67%	35.00%	41.18%
#104		41	0	0	41	4	2	0	35	11	11	0	24	61.54%	68.57%	68.57%
#105		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
#106		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#108		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#110		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#111		13	0	0	13	3	0	1	9	5	3	2	4	40.00%	44.44%	57.14%
#112		26	0	0	26	2	3	0	21	14	7	7	7	43.75%	33.33%	50.00%
#113		0	14	0	14	11	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#114		52	0	0	52	30	5	1	16	6	3	3	10	23.26%	62.50%	76.92%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Business Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#115		0	0	136	136	75	25	3	33	23	19	4	10	9.62%	30.30%	34.48%
#116		384	0	0	384	93	23	10	258	129	102	27	129	39.81%	50.00%	55.84%
#117		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#118		6	0	0	6	4	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#119		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#120		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#121		49	0	0	49	4	8	1	36	19	14	5	17	48.57%	47.22%	54.84%
#122		58	0	0	58	12	3	0	43	14	12	2	29	54.72%	67.44%	70.73%
#123		577	0	0	577	63	64	8	442	277	127	150	165	46.48%	37.33%	56.51%
#124		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%
#125		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#126		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#127		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		0	0	11	11	2	4	0	5	1	0	1	4	66.67%	80.00%	100.00%
#129		17	0	0	17	5	0	0	12	6	2	4	6	46.15%	50.00%	75.00%
#130		15	0	0	15	8	0	0	7	6	5	1	1	7.14%	14.29%	16.67%
#131		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#132		10	0	0	10	5	0	1	4	2	0	2	2	28.57%	50.00%	100.00%
#133		571	0	0	571	116	45	5	405	188	152	36	217	44.74%	53.58%	58.81%
#134		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#135		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#136		61	0	0	61	20	5	0	36	12	10	2	24	44.44%	66.67%	70.59%
#137		0	504	0	504	238	88	6	172	59	41	18	113	28.83%	65.70%	73.38%
#138		78	0	0	78	19	8	0	51	16	13	3	35	52.24%	68.63%	72.92%
#139		0	0	33	33	10	10	0	13	2	2	0	11	47.83%	84.62%	84.62%
#140		57	0	0	57	16	11	1	29	13	8	5	16	40.00%	55.17%	66.67%
#141		367	0	0	367	27	36	8	296	104	91	13	192	61.94%	64.86%	67.84%
#142		106	0	0	106	15	5	2	84	35	24	11	49	55.68%	58.33%	67.12%
#143		22	0	0	22	5	9	1	7	6	5	1	1	9.09%	14.29%	16.67%
#144		861	0	0	861	202	103	10	546	254	201	53	292	42.01%	53.48%	59.23%
#145		13	0	0	13	7	1	0	5	5	5	0	0	0.00%	0.00%	0.00%
#146		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#147		104	0	0	104	30	10	2	62	37	29	8	25	29.76%	40.32%	46.30%
#148		18	0	0	18	2	2	0	14	9	9	0	5	31.25%	35.71%	35.71%
#149		15	0	0	15	6	1	0	8	5	4	1	3	23.08%	37.50%	42.86%
#150		22	0	0	22	2	8	3	9	8	5	3	1	12.50%	11.11%	16.67%
#151		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#152		99	0	0	99	22	11	0	66	28	24	4	38	45.24%	57.58%	61.29%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Business Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#153		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#154		0	0	7	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%
#155		8	0	0	8	0	2	2	4	3	2	1	1	33.33%	25.00%	33.33%
#156		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#157		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#158		38	0	0	38	7	0	0	31	6	6	0	25	65.79%	80.65%	80.65%
#159		0	0	92	92	15	30	5	42	40	35	5	2	3.85%	4.76%	5.41%
#160		871	0	0	871	262	113	9	487	239	213	26	248	34.30%	50.92%	53.80%
#161		53	0	0	53	6	3	1	43	16	13	3	27	58.70%	62.79%	67.50%
#162		43	0	0	43	6	5	1	31	9	7	2	22	62.86%	70.97%	75.86%
#163		40	0	0	40	5	11	0	24	9	8	1	15	53.57%	62.50%	65.22%
#164		94	0	0	94	2	8	0	84	28	23	5	56	69.14%	66.67%	70.89%
#165		13	0	0	13	2	0	0	11	4	3	1	7	58.33%	63.64%	70.00%
#166		29	0	0	29	18	2	0	9	4	2	2	5	20.00%	55.56%	71.43%
#167		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#168		167	0	0	167	39	10	2	116	46	35	11	70	48.61%	60.34%	66.67%
#169		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#170		474	0	0	474	66	55	13	340	151	121	30	189	50.27%	55.59%	60.97%
#171		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#172		58	0	0	58	23	11	1	23	18	14	4	5	11.90%	21.74%	26.32%
#173		35	0	0	35	3	8	0	24	5	1	4	19	82.61%	79.17%	95.00%
#174		8	0	0	8	5	0	0	3	2	1	1	1	14.29%	33.33%	50.00%
#175		5	0	0	5	0	0	0	5	4	1	3	1	50.00%	20.00%	50.00%
#176		0	0	6	6	0	6	0	0	0	0	0	0	0.00%	0.00%	0.00%
#177		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		67	0	0	67	17	5	2	43	19	19	0	24	40.00%	55.81%	55.81%
#179		0	140	0	140	29	19	3	89	57	48	9	32	29.36%	35.96%	40.00%
#180		1139	0	0	1139	204	125	21	789	459	387	72	330	35.83%	41.83%	46.03%
#181		44	0	0	44	4	18	2	20	18	18	0	2	8.33%	10.00%	10.00%
#182		35	0	0	35	2	5	0	28	14	13	1	14	48.28%	50.00%	51.85%
#183		20	0	0	20	3	0	0	17	5	2	3	12	70.59%	70.59%	85.71%
#184		184	0	0	184	145	10	1	28	19	13	6	9	5.39%	32.14%	40.91%
#185		6	0	0	6	3	0	0	3	1	1	0	2	33.33%	66.67%	66.67%
#186		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		6	0	0	6	1	0	0	5	1	0	1	4	80.00%	80.00%	100.00%
#188		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#189		12	0	0	12	1	1	0	10	4	4	0	6	54.55%	60.00%	60.00%
#190		13	0	0	13	7	0	0	6	6	4	2	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Business Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#191		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#192		11	0	0	11	8	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
LENS Subtotal		10449	0	0	10449	2091	1323	166	6869	3360	2608	752	3509	42.75%	51.08%	57.36%
EDI Subtotal		0	672	0	672	278	112	9	273	125	94	31	148	28.46%	54.21%	61.16%
TAG Subtotal		0	0	469	469	160	115	8	186	117	96	21	69	21.23%	37.10%	41.82%
TOTAL INTERFACES		10449	672	469	11590	2529	1550	183	7328	3602	2798	804	3726	41.16%	50.85%	57.11%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% UNE Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING						FLOWTHROUGH				
						LESOG										
						Mechanized Interface Used		Manual	Rejects	Validated		Errors				
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		52	0	0	52	2	8	0	42	12	9	3	30	73.17%	71.43%	76.92%
#2		0	107	0	107	11	28	0	68	42	14	28	26	50.98%	38.24%	65.00%
#3		967	0	0	967	48	82	16	821	239	116	123	582	78.02%	70.89%	
#4		0	3420	0	3420	50	662	0	2708	2474	189	2285	234	49.47%	8.64%	55.32%
#5		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%
#6		0	19	0	19	5	2	0	12	6	6	0	6	35.29%	50.00%	50.00%
#7		30	0	0	30	2	3	7	18	11	10	1	7	36.84%	38.89%	41.18%
#8		0	17	0	17	1	2	0	14	7	3	4	7	63.64%	50.00%	70.00%
#9		1339	0	0	1339	137	116	1	1085	172	144	28	913	76.47%	84.15%	86.38%
#10		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#11		0	0	13	13	2	1	0	10	4	3	1	6	54.55%	60.00%	66.67%
#12		2230	0	0	2230	239	278	36	1677	409	279	130	1268	71.00%	75.61%	81.97%
#13		0	0	17	17	0	3	0	14	14	5	9	0	0.00%	0.00%	0.00%
#14		33	0	0	33	13	6	1	13	9	7	2	4	16.67%	30.77%	36.36%
#15		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#16		0	0	1467	1467	206	253	8	1000	425	349	76	575	50.88%	57.50%	62.23%
#17		0	0	896	896	130	130	1	635	256	219	37	379	52.06%	59.69%	63.38%
#18		0	0	18	18	0	1	0	17	17	7	10	0	0.00%	0.00%	0.00%
#19		100	0	0	100	10	10	2	78	31	24	7	47	58.02%	60.26%	66.20%
#20		0	0	23	23	4	4	2	13	6	2	4	7	53.85%	53.85%	77.78%
#21		0	0	1277	1277	279	245	11	742	341	238	103	401	43.68%	54.04%	62.75%
#22		0	193	0	193	163	13	0	17	17	16	1	0	0.00%	0.00%	0.00%
#23		914	0	0	914	70	114	2	728	539	416	123	189	28.00%	25.96%	31.24%
#24		0	0	778	778	119	155	9	495	222	178	44	273	47.89%	55.15%	60.53%
#25		0	0	551	551	110	104	11	326	137	115	22	189	45.65%	57.98%	62.17%
#26		474	0	0	474	48	48	9	369	107	77	30	262	67.70%	71.00%	77.29%
#27		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#28		0	198	0	198	4	16	8	170	90	66	24	80	53.33%	47.06%	54.79%
#29		63	0	0	63	8	12	0	43	5		2	38	77.55%	88.37%	92.68%
#30		0	0	32	32	10	2	0	20	4	4	0	16	53.33%	80.00%	80.00%
#31		688	0	0	688	83	48	6	551	233	192	41	318	53.63%	57.71%	62.35%
#32		2016	0	0	2016	250	139	6	1621	568	461	107	1053	59.69%	64.96%	69.55%
#33		48	0	0	48	0	0	1	47	47	46	1	0	0.00%	0.00%	0.00%
#34		4	0	0	4	0	1	1	2	2	2	0	0	0.00%	0.00%	0.00%
#35		93	0	0	93	3	5	9	76	71	49	22	5	8.77%	6.58%	9.26%
#36		0	0	11	11	0	2	2	7	7	3	4	0	0.00%	0.00%	0.00%
#37		486	0	0	486	44	34	4	404	73	59	14	331	76.27%	81.93%	84.87%
#38		0	0	579	579	89	87	1	402	178	161	17	224	47.26%	55.72%	58.18%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% UNE Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#39		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#40		98	0	0	98	26	15	0	57	16	10	6	41	53.25%	71.93%	80.39%
#41		0	5	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#42		0	4	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#43		42	0	0	42	4	10	2	26	8	7	1	18	62.07%	69.23%	72.00%
#44		0	0	33	33	7	12	2	12	4	4	0	8	42.11%	66.67%	66.67%
#45		66	0	0	66	12	8	2	44	16	14	2	28	51.85%	63.64%	66.67%
#46		70	0	0	70	1	5	0	64	27	26	1	37	57.81%	57.81%	58.73%
#47		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%
#48		0	0	13	13	2	6	0	5	3	3	0	2	28.57%	40.00%	40.00%
#49		127	0	0	127	18	6	1	102	19	16	3	83	70.94%	81.37%	83.84%
#50		0	0	105	105	11	6	0	88	34	28	6	54	58.06%	61.36%	65.85%
#51		31	0	0	31	4	1	1	25	12	1	11	13	72.22%	52.00%	92.86%
#52		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#53		27	0	0	27	1	5	1	20	3	3	0	17	80.95%	85.00%	85.00%
#54		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#55		35	0	0	35	4	2	0	29	7	4	3	22	73.33%	75.86%	84.62%
#56		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#57		186	0	0	186	32	8	5	141	57	40	17	84	53.85%	59.57%	67.74%
#58		226	0	0	226	17	24	7	178	32	22	10	146	78.92%	82.02%	86.90%
#59		0	0	240	240	35	26	1	178	93	66	27	85	45.70%	47.75%	56.29%
#60		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	75.00%
#61		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#62		0	6	0	6	1	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#63		14	0	0	14	0	0	0	14	2	2	0	12	85.71%	85.71%	85.71%
#64		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%
#65		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%
#66		35	0	0	35	1	2	0	32	3	2	1	29	90.63%	90.63%	93.55%
#67		0	0	28	28	7	2	0	19	3	2	1	16	64.00%	84.21%	88.89%
#68		46	0	0	46	4	3	0	39	15	6	9	24	70.59%	61.54%	80.00%
#69		0	114	0	114	2	9	0	103	56	36	20	47	55.29%	45.63%	56.63%
#70		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%
#71		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#72		36	0	0	36	11	9	0	16	16	16		0	0.00%	0.00%	0.00%
#73		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#74		26	0	0	26	4	4	0	18	9	2	7	9	60.00%	50.00%	81.82%
#75		0	51	0	51	4	7	0	40	14	9	5	26	66.67%	65.00%	74.29%
#76		0	0	882	882	139	13	78	652	493	437	56	159	21.63%	24.39%	26.68%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% UNE Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#77		4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
#78		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%
#79		34	0	0	34	4	4	2	24	12	5	7	12	57.14%	50.00%	70.59%
#80		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#81		96	0	0	96	18	10	0	68	17	10	7	51	64.56%	75.00%	83.61%
#82		928	0	0	928	138	68	9	713	119	98	21	594	71.57%	83.31%	85.84%
#83		0	0	396	396	68	30	4	294	72	63	9	222	62.89%	75.51%	77.89%
#84		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	62.50%
#85		418	0	0	418	33	28	8	349	255	185	70	94	30.13%	26.93%	33.69%
#86		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#87		205	0	0	205	40	22	5	138	47	37	10	91	54.17%	65.94%	71.09%
#88		0	0	15	15	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%
#89		8294	0	0	8294	385	744	38	7127	774	577	197	6353	86.85%	89.14%	91.67%
#90		0	0	9971	9971	1177	1314	94	7386	5403	4067	1336	1983	27.44%	26.85%	32.78%
#91		45	0	0	45	0	16	1	28	28	11	17	0	0.00%	0.00%	0.00%
#92		4	0	0	4	0	0	0	4	4	0	4	0	0.00%	0.00%	0.00%
#93		15	0	0	15	0	7	0	8	8	2	6	0	0.00%	0.00%	0.00%
#94		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#95		115	0	0	115	16	7	0	92	52	39	13	40	42.11%	43.48%	50.63%
#96		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#97		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#98		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#99		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
#100		195	0	0	195	30	34	1	130	26	23	3	104	66.24%	80.00%	81.89%
#101		0	0	23	23	7	8	0	8	4	2	2	4	30.77%	50.00%	66.67%
#102		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#103		30	0	0	30	0	2	0	28	23	12	11	5	29.41%	17.86%	29.41%
#104		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#105		4	0	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%
#106		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		5	0	0	5	0	0	0	5	3	2	1	2	50.00%	40.00%	50.00%
#108		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#109		135	0	0	135	27	16	2	90	52	41	11	38	35.85%	42.22%	48.10%
#110		4	0	0	4	2	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#111		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%
#112		401	0	0	401	15	14	0	372	7	6	1	365	94.56%	98.12%	98.38%
#113		0	0	977	977	55	57	15	850	149	97	52	701	82.18%	82.47%	87.84%
#114		65	0	0	65	2	9	3	51	16	12	4	35	71.43%	68.63%	74.47%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% UNE Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#115		13	0	0	13	0	2	0	11	5	3	2	6	66.67%	54.55%	66.67%
#116		0	61	0	61	26	11	0	24	4	4	0	20	40.00%	83.33%	83.33%
#117		12	0	0	12	7	4	0	1	1	0	1	0	0.00%	0.00%	0.00%
#118		11	0	0	11	0	2	0	9	8	2	6	1	33.33%	11.11%	33.33%
#119		45	0	0	45	0	0	2	43	43	27	16	0	0.00%	0.00%	0.00%
#120		64	0	0	64	12	8	0	44	37	26	11	7	15.56%	15.91%	21.21%
#121		40	0	0	40	4	8	0	28	28	16	12	0	0.00%	0.00%	0.00%
#122		45	0	0	45	15	19	0	11	11	7	4	0	0.00%	0.00%	0.00%
#123		0	0	23	23	2	2	0	19	3	2	1	16	80.00%	84.21%	88.89%
#124		10	0	0	10	1	4	0	5	5	5	0	0	0.00%	0.00%	0.00%
#125		0	520	0	520	347	56	0	117	85	46	39	32	7.53%	27.35%	41.03%
#126		12	0	0	12	0	6	0	6	5	3	2	1	25.00%	16.67%	25.00%
#127		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#128		0	0	7	7	7	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#129		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#130		10	0	0	10	2	4	0	4	3	0	3	1	33.33%	25.00%	100.00%
#131		0	18665	0	18665	614	2245	7	15799	4676	2936	1740	11123	75.81%	70.40%	79.12%
#132		0	399	0	399	249	121	2	27	27	7	20	0	0.00%	0.00%	0.00%
#133		0	607	0	607	398	91	4	114	44	31	13	70	14.03%	61.40%	69.31%
#134		65	0	0	65	0	5	3	57	21	12	9	36	75.00%	63.16%	75.00%
#135		67	0	0	67	23	4	3	37	16	10	6	21	38.89%	56.76%	67.74%
#136		0	0	4	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#137		0	0	13	13	0	4	0	9	2	0	2	7	100.00%	77.78%	100.00%
#138		104	0	0	104	55	41	0	8	8	8	0	0	0.00%	0.00%	0.00%
#139		0	0	4	4	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#140		8	0	0	8	0	0	1	7	7	7	0	0	0.00%	0.00%	0.00%
#141		21	0	0	21	0	4	4	13	13	11	2	0	0.00%	0.00%	0.00%
#142		11	0	0	11	0	8	0	3	3	2	1	0	0.00%	0.00%	0.00%
#143		0	0	14	14	0	0	0	14	4	1	3	10	90.91%	71.43%	90.91%
#144		0	0	36	36	0	5	1	30	11	8	3	19	70.37%	63.33%	70.37%
#145		5	0	0	5	1	0	2	2	1	1	0	1	33.33%	50.00%	50.00%
#146		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#147		0	0	8	8	0	1	0	7	4	4	0	3	42.86%	42.86%	42.86%
#148		186	0	0	186	17	107	1	61	61	29	32	0	0.00%	0.00%	0.00%
#149		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#150		5	0	0	5	2	2	0	1	0	0	0	1	33.33%	100.00%	100.00%
#151		0	0	54	54	12	4	1	37	29	11	18	8	25.81%	21.62%	42.11%
#152		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% UNE Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#153		141	0	0	141	56	12	1	72	37	31	6	35	28.69%	48.61%	53.03%
#154		0	1536	0	1536	816	139	4	577	140	73	67	437	32.96%	75.74%	85.69%
#155		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156		4	0	0	4	0	0	2	2	0	0	0	2	100.00%	100.00%	100.00%
#157		592	0	0	592	83	28	4	477	125	105	20	352	65.19%	73.79%	77.02%
#158		0	417	0	417	210	74	6	127	80	58	22	47	14.92%	37.01%	44.76%
#159		75	0	0	75	4	49	2	20	20	18	2	0	0.00%	0.00%	0.00%
#160		40	0	0	40	4	17	1	18	18	11	7	0	0.00%	0.00%	0.00%
#161		0	169	0	169	115	11	3	40	21	18	3	19	12.50%	47.50%	51.35%
#162		12	0	0	12	0	2	2	8	4	2	2	4	66.67%	50.00%	66.67%
#163		2417	0	0	2417	486	266	9	1656	689	566	123	967	47.89%	58.39%	63.08%
#164		133	0	0	133	1	23	4	105	39	12	27	66	83.54%	62.86%	84.62%
#165		8189	0	0	8189	865	490	93	6741	1593	1405	188	5148	69.40%	76.37%	78.56%
#166		0	0	94	94	47	19	1	27	9	6	3	18	25.35%	66.67%	75.00%
#167		0	272	0	272	165	54	0	53	19	15	4	34	15.89%	64.15%	69.39%
#168		786	0	0	786	146	83	9	548	194	164	30	354	53.31%	64.60%	68.34%
#169		18	0	0	18	0	9	1	8	6	5	1	2	28.57%	25.00%	28.57%
#170		0	94	0	94	56	3	1	34	13	12	1	21	23.60%	61.76%	63.64%
#171		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#172		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#173		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#174		19	0	0	19	5	3	6	5	5	3	2	0	0.00%	0.00%	0.00%
#175		606	0	0	606	84	99	7	416	129	112	17	287	59.42%	68.99%	71.93%
#176		0	559	0	559	43	61	2	453	193	147	46	260	57.78%	57.40%	63.88%
#177		0	137	0	137	33	41	2	61	17	11	6	44	50.00%	72.13%	80.00%
#178		41	0	0	41	4	8	0	29	5	5	0	24	72.73%	82.76%	82.76%
#179		0	0	15	15	9	2	0	4	0	0	0	4	30.77%	100.00%	100.00%
#180		101	0	0	101	6	32	14	49	48	42	6	1	2.04%	2.04%	2.33%
#181		2026	0	0	2026	212	197	23	1594	832	681	151	762	46.04%	47.80%	52.81%
#182		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#183		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#184		201	0	0	201	0	1	4	196	38	35	3	158	81.87%	80.61%	81.87%
#185		597	0	0	597	124	114	15	344	196	149	47	148	35.15%	43.02%	49.83%
LENS Subtotal		38418	0	0	38418	4039	3665	403	30311	8492	6656	1833	21819	67.10%	71.98%	76.62%
EDI Subtotal		0	27627	0	27627	3327	3655	44	20601	8060	3711	4349	12541	64.05%	60.88%	77.17%
TAG Subtotal		0	0	18693	18693	2550	2508	245	13390	7969	6113	1856	5421	38.49%	40.49%	47.00%
TOTAL INTERFACES		38418	27627	18693	84738	9916	9828	692	64302	24521	16480	8038	39781	60.11%	61.87%	70.70%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		46
#2		528
#3		45
#4		2
#5		12
#6		65
#7		5
#8		2
#9		19
#10		4
#11		56
#12		6
#13		4
#14		1
#15		21
#16		6
#17		48
#18		12
#19		30
#20		14
#21		15
#22		1
#23		3
#24		12
#25		66
#26		3
#27		5
#28		18
#29		43
#30		1

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#31		3
#32		7
#33		33
#34		7
#35		5
#36		6
#37		35
#38		10
#39		34
#40		2
#41		4
#42		5
#43		2
#44		2
#45		9
#46		9
#47		1
#48		2
#49		4
#50		3
#51		1
#52		1
#53		14
#54		5
#55		4
#56		5
#57		3
#58		2
#59		16
#60		4

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#61		4
#62		10
#63		6
#64		12
#65		37
#66		6
#67		8
#68		35
#69		2
#70		9
#71		24
#72		8
#73		66
#74		12
#75		8
#76		17
#77		3
#78		1
#79		22
#80		2
#81		2
#82		18
#83		2
#84		4
#85		29
#86		3
#87		8
#88		1
#89		1
#90		11

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#91		5
#92		2
#93		33
#94		25
#95		62
#96		4
#97		26
#98		3
#99		1
#100		1
#101		5
#102		2
#103		528
#104		55
#105		7
#106		4
#107		9
#108		26
#109		2
#110		1
#111		1
#112		1
#113		5
#114		57
#115		6
#116		11
#117		47
#118		1
#119		5
#120		58

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#121		567
#122		3
#123		12
#124		6
#125		5
#126		6
#127		15
#128		17
#129		6
#130		8
#131		94
#132		3
#133		969
#134		6
#135		10
#136		3
#137		1
#138		3
#139		3
#140		1
#141		3
#142		47
#143		57
#144		6
#145		11
#146		15
#147		4
#148		689
#149		51
#150		45

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#151		14
#152		4
#153		178
#154		13
#155		359
#156		23
#157		5
#158		2
#159		32
#160		269
#161		3
#162		17
#163		4
#164		1
#165		9
#166		6
#167		23
#168		80
#169		246
#170		2
#171		4
#172		3
#173		111
#174		5
#175		1085
#176		12
#177		47
#178		12
#179		5
#180		4

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#181		6
#182		146
#183		2
#184		1
#185		1
#186		1
#187		13
#188		65
#189		121
#190		3
#191		224
#192		14
#193		1
#194		10
#195		2
#196		52
#197		10
#198		33
#199		3
#200		6
#201		5
#202		1
#203		15
#204		130
#205		357
#206		12
#207		16
#208		5
#209		3
#210		5

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects Detail)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#211		67
#212		6
#213		589
#214		8
#215		6
#216		11
#217		2
#218		2
#219		1
#220		13
#221		124
#222		17
#223		6
#224		1
#225		6
#226		43
#227		10
#228		3
#229		3
#230		59
#231		11
#232		9
#233		6
#234		4
#235		22
#236		85
#237		33
Total		10349

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
1000	7741	11.40%	11.40%	IF CHNGING CLASS OF SERVICE ALL PERTINENT USOCs MUST BE POPULATED IN AND OUT-	7373	95.25%	13.90%	368	4.75%	2.469%
7020	1433	2.11%	13.51%	NUM= TELNO= TN NOT FOUND IN CRIS	1432	99.93%	2.70%	1	0.07%	0.007%
7040	1	0.00%	13.51%	LOGON ABORTED/FAILED	1	100.00%	0.00%	0	0.00%	0.000%
7055	1878	2.76%	16.27%	NUM= TELNO= ACCOUNT IS FINAL	1872	99.68%	3.53%	6	0.32%	0.040%
7095	6	0.01%	16.28%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	1	16.67%	0.00%	5	83.33%	0.034%
7110	980	1.44%	17.72%	COFFI NOT AVAILABLE	442	45.10%	0.83%	538	54.90%	3.610%
7115	155	0.23%	17.95%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	61	39.35%	0.12%	94	60.65%	0.631%
7150	11	0.02%	17.97%	UNE - ERROR GENERATING ECCKT	9	81.82%	0.02%	2	18.18%	0.013%
7225	10	0.01%	17.98%	USOC= IS MISSING	10	100.00%	0.02%	0	0.00%	0.000%
7230	11	0.02%	18.00%	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE	11	100.00%	0.02%	0	0.00%	0.000%
7235	1	0.00%	18.00%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	1	100.00%	0.00%	0	0.00%	0.000%
7245	49	0.07%	18.07%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	39	79.59%	0.07%	10	20.41%	0.067%
7250	442	0.65%	18.72%	LSR HOUSENUMBER INCORRECT	442	100.00%	0.83%	0	0.00%	0.000%
7260	1	0.00%	18.72%	LISTING TYPE INVALID	1	100.00%	0.00%	0	0.00%	0.000%
7267	29	0.04%	18.77%	UNE - LOCAN MISSING FOR LINP ORDER	28	96.55%	0.05%	1	3.45%	0.007%
7295	25	0.04%	18.80%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	17	68.00%	0.03%	8	32.00%	0.054%
7300	20	0.03%	18.83%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	18	90.00%	0.03%	2	10.00%	0.013%
7315	630	0.93%	19.76%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	604	95.87%	1.14%	26	4.13%	0.174%
7375	38	0.06%	19.82%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	38	100.00%	0.07%	0	0.00%	0.000%
7380	103	0.15%	19.97%	UNE - ACTL INVALID	102	99.03%	0.19%	1	0.97%	0.007%
7400	5688	8.37%	28.34%	CLEC DOES NOT OWN THIS ACCOUNT.	5687	99.98%	10.72%	1	0.02%	0.007%
7435	8	0.01%	28.35%	WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA	8	100.00%	0.02%	0	0.00%	0.000%
7445	58	0.09%	28.44%	UNE - CALL FORWARD TN REQUIRED	55	94.83%	0.10%	3	5.17%	0.020%
7465	1938	2.85%	31.29%	CANNOT CANCEL ORDER	1195	61.66%	2.25%	743	38.34%	4.986%
7495	21	0.03%	31.32%	UNE - DIR LOCATOR PROBLEM	1	4.76%	0.00%	20	95.24%	0.134%
7500	1	0.00%	31.32%	DUE DATE COULD NOT BE DETERMINED	0	0.00%	0.00%	1	100.00%	0.007%
7555	142	0.21%	31.53%	FID MISSING IN FEATURE DETAIL	119	83.80%	0.22%	23	16.20%	0.154%
7570	8	0.01%	31.54%	SEQ1X NOT ALLOWED WITH ZNB	7	87.50%	0.01%	1	12.50%	0.007%
7630	440	0.65%	32.19%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	163	37.05%	0.31%	277	62.95%	1.859%
7640	3	0.00%	32.20%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	2	66.67%	0.00%	1	33.33%	0.007%
7645	3280	4.83%	37.02%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	2376	72.44%	4.48%	904	27.56%	6.066%
7660	3	0.00%	37.03%	USOC FUJ1X NOT FOR RESALE	3	100.00%	0.01%	0	0.00%	0.000%
7690	27	0.04%	37.07%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	27	100.00%	0.05%	0	0.00%	0.000%
7710	342	0.50%	37.57%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	203	59.36%	0.38%	139	40.64%	0.933%
7715	75	0.11%	37.68%	SOCS TIMEOUT/NOT AVAILABLE	30	40.00%	0.06%	45	60.00%	0.302%
7718	1471	2.17%	39.85%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	606	41.20%	1.14%	865	58.80%	5.804%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7725	159	0.23%	40.08%	WAITING PERIOD EQUALS 5 MINUTES	41	25.79%	0.08%	118	74.21%	0.792%
7735	22	0.03%	40.11%	INVALID/MISSING LISTING NAME OR TYPE	22	100.00%	0.04%	0	0.00%	0.000%
7740	8	0.01%	40.13%	LOCAL CALLING PLUS INDICATOR NOT FOUND	7	87.50%	0.01%	1	12.50%	0.007%
7755	14	0.02%	40.15%	UNE - NPANXX NOT FOUND IN CLLI TABLE	9	64.29%	0.02%	5	35.71%	0.034%
7805	301	0.44%	40.59%	SITE COULD NOT BE DETERMINED	203	67.44%	0.38%	98	32.56%	0.658%
7815	43	0.06%	40.65%	FID=RCU INVALID OR MISSING DATA	34	79.07%	0.06%	9	20.93%	0.060%
7825	1	0.00%	40.66%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	0	0.00%	0.00%	1	100.00%	0.007%
7850	4	0.01%	40.66%	RSAG - NEED ADDITIONAL ADDRESS OR TN	4	100.00%	0.01%	0	0.00%	0.000%
7860	1183	1.74%	42.40%	RSAG - NO EXACT MATCH ON STREET NAME	1183	100.00%	2.23%	0	0.00%	0.000%
7890	216	0.32%	42.72%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	215	99.54%	0.41%	1	0.46%	0.007%
7900	87	0.13%	42.85%	RSAG - NO MATCH ON STREET NAME	87	100.00%	0.16%	0	0.00%	0.000%
7905	1359	2.00%	44.85%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	1357	99.85%	2.56%	2	0.15%	0.013%
7910	70	0.10%	44.95%	RSAG - NO MATCH ON EXACT STREET NAME	48	68.57%	0.09%	22	31.43%	0.148%
7935	24	0.04%	44.99%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	24	100.00%	0.05%	0	0.00%	0.000%
7945	22	0.03%	45.02%	RSAG SYSTEM ERROR	7	31.82%	0.01%	15	68.18%	0.101%
8150	79	0.12%	45.14%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	25	31.65%	0.05%	54	68.35%	0.362%
8167	39	0.06%	45.19%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREXI	39	100.00%	0.07%	0	0.00%	0.000%
8170	335	0.49%	45.69%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN	335	100.00%	0.63%	0	0.00%	0.000%
8173	42	0.06%	45.75%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	42	100.00%	0.08%	0	0.00%	0.000%
8175	2	0.00%	45.75%	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N I1 ESXDC	2	100.00%	0.00%	0	0.00%	0.000%
8180	120	0.18%	45.93%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFER	120	100.00%	0.23%	0	0.00%	0.000%
8183	6	0.01%	45.94%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :000	6	100.00%	0.01%	0	0.00%	0.000%
8185	27	0.04%	45.98%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	27	100.00%	0.05%	0	0.00%	0.000%
8187	182	0.27%	46.24%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	182	100.00%	0.34%	0	0.00%	0.000%
8189	652	0.96%	47.20%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	652	100.00%	1.23%	0	0.00%	0.000%
8190	909	1.34%	48.54%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	909	100.00%	1.71%	0	0.00%	0.000%
8193	1	0.00%	48.54%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	1	100.00%	0.00%	0	0.00%	0.000%
8195	247	0.36%	48.91%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	247	100.00%	0.47%	0	0.00%	0.000%
8197	217	0.32%	49.23%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	217	100.00%	0.41%	0	0.00%	0.000%
8199	31	0.05%	49.27%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	31	100.00%	0.06%	0	0.00%	0.000%
8204	137	0.20%	49.47%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	137	100.00%	0.26%	0	0.00%	0.000%
8207	55	0.08%	49.56%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN	55	100.00%	0.10%	0	0.00%	0.000%
8209	463	0.68%	50.24%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	463	100.00%	0.87%	0	0.00%	0.000%
8240	187	0.28%	50.51%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	186	99.47%	0.35%	1	0.53%	0.007%
8250	153	0.23%	50.74%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	153	100.00%	0.29%	0	0.00%	0.000%
8395	2	0.00%	50.74%	LSF INVALID FOR REQTP/ACT TYPE COMBINATION	2	100.00%	0.00%	0	0.00%	0.000%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
8415	24	0.04%	50.78%	LSF LP ALREADY EXISTS ON ACCOUNT	24	100.00%	0.05%	0	0.00%	0.000%
8430	7	0.01%	50.79%	LSF DOES NOT EXIST ON ACCOUNT	7	100.00%	0.01%	0	0.00%	0.000%
8700	15	0.02%	50.81%	RSAG-INVALID SEARCH AREA	0	0.00%	0.00%	15	100.00%	0.101%
8820	212	0.31%	51.12%	SOCs ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	84	39.62%	0.16%	128	60.38%	0.859%
8825	13442	19.79%	70.91%	ORDER ERR:	3145	23.40%	5.93%	10297	76.60%	69.093%
8830	536	0.79%	71.70%	CLEC ALREADY OWNS THIS ACCOUNT	533	99.44%	1.01%	3	0.56%	0.020%
8885	1	0.00%	71.70%	LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD	1	100.00%	0.00%	0	0.00%	0.000%
8890	2	0.00%	71.70%	UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION	2	100.00%	0.00%	0	0.00%	0.000%
8940	504	0.74%	72.44%	CALL FORWARDING NUMBER MISSING OR INVALID	500	99.21%	0.94%	4	0.79%	0.027%
8945	35	0.05%	72.50%	LINECLSSVC AND TOS DO NOT MATCH	35	100.00%	0.07%	0	0.00%	0.000%
8970	574	0.84%	73.34%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	571	99.48%	1.08%	3	0.52%	0.020%
8995	1	0.00%	73.34%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	1	100.00%	0.00%	0	0.00%	0.000%
9000	14	0.02%	73.36%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	14	100.00%	0.03%	0	0.00%	0.000%
9015	7	0.01%	73.37%	SUP FAILED TO UPDATE DUE DATE	7	100.00%	0.01%	0	0.00%	0.000%
9110	1	0.00%	73.37%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TY	1	100.00%	0.00%	0	0.00%	0.000%
9115	1	0.00%	73.38%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	1	100.00%	0.00%	0	0.00%	0.000%
9155	51	0.08%	73.45%	UNE - PORTED OUT NUMBER	51	100.00%	0.10%	0	0.00%	0.000%
9160	141	0.21%	73.66%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	141	100.00%	0.27%	0	0.00%	0.000%
9185	2	0.00%	73.66%	UNABLE TO DETERMINE TBE CHOICE	2	100.00%	0.00%	0	0.00%	0.000%
9190	1	0.00%	73.66%	ZIP CODE IS NOT NUMERIC	1	100.00%	0.00%	0	0.00%	0.000%
9245	179	0.26%	73.93%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	179	100.00%	0.34%	0	0.00%	0.000%
9263	1	0.00%	73.93%	NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS	1	100.00%	0.00%	0	0.00%	0.000%
9428	1	0.00%	73.93%	DLNUM=0001 LTN= INVALID NICK DATA	1	100.00%	0.00%	0	0.00%	0.000%
9439	127	0.19%	74.12%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	127	100.00%	0.24%	0	0.00%	0.000%
9442	321	0.47%	74.59%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	317	98.75%	0.60%	4	1.25%	0.027%
9466	50	0.07%	74.66%	UNABLE TO DETERMINE BLOCK CHOICE	50	100.00%	0.09%	0	0.00%	0.000%
9471	7	0.01%	74.67%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	7	100.00%	0.01%	0	0.00%	0.000%
9473	1	0.00%	74.67%	ONLY FOUR DIFFERENT LEATNS ALLOWED PER LSR	1	100.00%	0.00%	0	0.00%	0.000%
9475	283	0.42%	75.09%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	282	99.65%	0.53%	1	0.35%	0.007%
9476	40	0.06%	75.15%	IS NOT FOUND ON CSR TO DISCONNECT	40	100.00%	0.08%	0	0.00%	0.000%
9477	26	0.04%	75.19%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	26	100.00%	0.05%	0	0.00%	0.000%
9479	69	0.10%	75.29%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	69	100.00%	0.13%	0	0.00%	0.000%
9481	1316	1.94%	77.23%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	1307	99.32%	2.46%	9	0.68%	0.060%
9484	33	0.05%	77.28%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	32	96.97%	0.06%	1	3.03%	0.007%
9487	3	0.00%	77.28%	INVALID ACT TYPE FOR FULL MIGRATION	3	100.00%	0.01%	0	0.00%	0.000%
9488	377	0.55%	77.83%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	376	99.73%	0.71%	1	0.27%	0.007%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis)
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9492	1	0.00%	77.84%	ATN= CANNOT EXIST AS A MAIN ACCOUNT FOR ACT P	1	100.00%	0.00%	0	0.00%	0.000%
9495	9	0.01%	77.85%	EATN= MUST EXIST FOR ACT P AND Q	9	100.00%	0.02%	0	0.00%	0.000%
9496	1853	2.73%	80.58%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	1853	100.00%	3.49%	0	0.00%	0.000%
9498	10	0.01%	80.59%	EAN= ON LNUM= AND LEAN= ARE POPULATED	10	100.00%	0.02%	0	0.00%	0.000%
9508	1	0.00%	80.59%	DLNUM=0001 LTN= FIRST THREE CHARACTERS OF NSTN MUST BE NUMERIC	1	100.00%	0.00%	0	0.00%	0.000%
9510	1	0.00%	80.59%	ONLY ONE TC PER ALLOWED PER LOCATION	1	100.00%	0.00%	0	0.00%	0.000%
9515	1977	2.91%	83.51%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1972	99.75%	3.72%	5	0.25%	0.034%
9516	21	0.03%	83.54%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	18	85.71%	0.03%	3	14.29%	0.020%
9517	27	0.04%	83.58%	UNDC INVALID IF PIC ALREADY EXISTS	27	100.00%	0.05%	0	0.00%	0.000%
9519	1	0.00%	83.58%	LOCNUM= HNUM= HT= TN NOT FOUND ON CSR OR LSR	1	100.00%	0.00%	0	0.00%	0.000%
9523	8	0.01%	83.59%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS S	8	100.00%	0.02%	0	0.00%	0.000%
9529	1475	2.17%	85.76%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1475	100.00%	2.78%	0	0.00%	0.000%
9543	63	0.09%	85.85%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	63	100.00%	0.12%	0	0.00%	0.000%
9545	6	0.01%	85.86%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	6	100.00%	0.01%	0	0.00%	0.000%
9600	5	0.01%	85.87%	TASKMATE ERROR INCORRECT SCREEN FORMAT ON HOST	2	40.00%	0.00%	3	60.00%	0.020%
9602	2137	3.15%	89.02%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	2128	99.58%	4.01%	9	0.42%	0.060%
9605	159	0.23%	89.25%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	159	100.00%	0.30%	0	0.00%	0.000%
9606	16	0.02%	89.27%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	16	100.00%	0.03%	0	0.00%	0.000%
9616	15	0.02%	89.29%	YPH INVALID	15	100.00%	0.03%	0	0.00%	0.000%
9623	9	0.01%	89.31%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	9	100.00%	0.02%	0	0.00%	0.000%
9626	299	0.44%	89.75%	CLASS OF SERVICE LNPR L NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	299	100.00%	0.56%	0	0.00%	0.000%
9627	2159	3.18%	92.93%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	2155	99.81%	4.06%	4	0.19%	0.027%
9628	134	0.20%	93.12%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	134	100.00%	0.25%	0	0.00%	0.000%
9629	30	0.04%	93.17%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	30	100.00%	0.06%	0	0.00%	0.000%
9639	13	0.02%	93.19%	CATEGORY L USOC MUST APPEAR FOR SAME TN	13	100.00%	0.02%	0	0.00%	0.000%
9641	2811	4.14%	97.33%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	2811	100.00%	5.30%	0	0.00%	0.000%
9647	249	0.37%	97.69%	BAN DOES NOT EXIST FOR COMPANY CODE	249	100.00%	0.47%	0	0.00%	0.000%
9654	203	0.30%	97.99%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUS	203	100.00%	0.38%	0	0.00%	0.000%
9656	1	0.00%	97.99%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	1	100.00%	0.00%	0	0.00%	0.000%
9670	19	0.03%	98.02%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	19	100.00%	0.04%	0	0.00%	0.000%
9671	71	0.10%	98.12%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	71	100.00%	0.13%	0	0.00%	0.000%
9673	4	0.01%	98.13%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	4	100.00%	0.01%	0	0.00%	0.000%
9674	32	0.05%	98.18%	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B	32	100.00%	0.06%	0	0.00%	0.000%
9675	12	0.02%	98.20%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	12	100.00%	0.02%	0	0.00%	0.000%
9679	1	0.00%	98.20%	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI	1	100.00%	0.00%	0	0.00%	0.000%
9680	46	0.07%	98.26%	INVALID REQTP OR TOS FOR LIFELINE	46	100.00%	0.09%	0	0.00%	0.000%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9681	18	0.03%	98.29%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	18	100.00%	0.03%	0	0.00%	0.000%
9682	14	0.02%	98.31%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	14	100.00%	0.03%	0	0.00%	0.000%
9772	4	0.01%	98.32%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	3	75.00%	0.01%	1	25.00%	0.007%
9850	1	0.00%	98.32%	USOC P25 INVALID WITH USOC AQ3 IN KY	1	100.00%	0.00%	0	0.00%	0.000%
9860	1142	1.68%	100.00%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	1142	100.00%	2.15%	0	0.00%	0.000%
	67930	100.00%			53027		100.00%	14903		100.000%

ORDERING**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL)**
REPORT PERIOD: 06/01/2001 - 06/30/2001Exhibit AJV-3
Revised Attachment 2A

err_num	err_description
1000	IF CHNGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT--
1007	DUPLICATE CC, PON, VER
1012	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	PON DUPLICATE ON INITIAL LSR
1017	PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '
1020	PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '
1022	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1023	NO ORIGINAL LSR FOUND FOR THIS SUP
1025	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	PREVIOUS LSR AGED OFF - (K) STATUS
1030	VER MUST BE GREATER THAN PREVIOUS VERSION
1032	VER MUST BE SPACES OR 00(ZEROS) FOR 850
1035	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	VER MUST BE SPACES OR ZEROES FOR 850
1050	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	AN REQUIRED FOR THIS REQTP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTP IS B
1065	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1075	ATN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1080	DDD/DDD-CC MUST BE A VALID DATE
1085	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1095	SERVICE CENTER REQUIRED
1105	D/TSENT REQUIRED
1110	INVALID REQTP - ACCOUNT ACTIVITY TYPE COMBINATION
1120	DDD REQUIRED
1125	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
1135	APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER
1140	DDDO REQUIRED WHEN ACT IS T AND REQTP IS A, E, M, OR N
1145	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1150	SUP PROHIBITED WHEN 1ST CHARACTER OF REQTP FIELD CHANGES
1153	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1154	LSR/PON IS COMPLETED
1155	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1157	DFDT PROHIBITED FOR THIS REQTP/LNA COMBINATION

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<u>err_num</u>	<u>err_description</u>
1170	CC REQUIRED
1172	CC MUST BE 4 ALPHANUMERICS
1175	REQTYP REQUIRED (STOP EDIT)
1180	INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1185	REQTYP VALID ENTRIES MUST BE AB, BB, CB, EB, FB, JB, MB OR NB (STOP EDIT)
1190	ACTIVITY TYPE REQUIRED (STOP EDIT)
1195	ACTIVITY TYPE VALID ENTRY MUST BE N, C, D, T, R, V, S, B, W, L, Y, P OR Q (STOP EDIT)
1200	SUP REQUIRED WHEN VER IS GREATER THAN 00
1215	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1220	EXPEDITE VALID ENTRY IS Y OR N
1225	CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1230	LSO MUST BE 6 NUMERICS
1255	NC MUST BE 4 ALPHANUMERIC CHARACTERS WITH HYPHEN ALLOWED IN THE 3RD AND 4TH POSITIONS
1270	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1272	RPON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '
1285	ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1300	CIC REQUIRED ON THIS REQTYP-ACTTYPE COMBINATION
1330	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1335	LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1340	LSO MUST BE 6 NUMERICS
1345	TOS REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1360	TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)
1390	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB
1391	TOS SECOND CHARACTER MUST BE J, WHEN REQTYP IS NB (STOP EDIT)
1395	TOS THIRD CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB, BB OR CB
1430	CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1445	INITIATOR TELEPHONE NUMBER REQUIRED
1450	INITIATOR TELEPHONE NUMBER MUST BE A MINIMUM OF 10 NUMERICS
1453	BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1455	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED
1470	BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED
1490	DRC MUST BE 3 ALPHANUMERICS
1505	INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1510	TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1520	FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION

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<u>err_num</u>	<u>err_description</u>
1525	FAX NO-INIT MUST BE 10 NUMERICS
1530	IMPCON REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1540	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1555	TEL NO ALTIM
1575	TEL NO DSGCON FORMAT MUST BE 10 NUMERICS IN THE FIRST TEN POSITIONS
1605	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1630	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	LSR/PON AGED OFF
1650	LSR/PON COMPLETED
1655	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1660	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1664	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2000	EU-NAME REQUIRED
2005	EU-STREET-1 REQUIRED
2010	EU-CITY REQUIRED
2015	EU-STATE REQUIRED
2020	LOCNUM= LOCNUM REQUIRED WITH THIS REQTP.ACT TYPE COMBINATION AT THIS LOCATION
2025	EU-ZIP CODE REQUIRED
2030	LCON-TELNO MUST BE A MINIMUM OF 10 NUMERICS
2035	LOCNUM=000 NAME EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2040	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2045	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER
2055	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION
2059	LOCNUM=000 SASN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION WHEN LNA EQUALS N
2060	LOCNUM=000 SASN REQUIRED WITH THIS REQTP/ACT TYP COMBINATION AT THIS LOCATION
2065	LOCBAN REQUIRED
2067	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
2080	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2099	LOCNUM=000 CITY-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2100	LOCNUM=000 CITY-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION

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<u>err_num</u>	<u>err_description</u>
2105	LOCNUM=000 STATE-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2109	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2110	LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2115	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTP/ACT CODE
2125	EAN OR EATN REQUIRED WHEN AN OR ATN IS POPULATED WITH THIS REQTP/ACT TYPE COMBINATION
2130	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2145	LOCBAN MUST EQUAL EAN OR EATN
2155	ATN MUST BE 10 NUMERICS
2165	EATN MUST BE 10 NUMERICS
2185	EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS
2200	EATN MUST BE 10 NUMERICS
2280	LOCNUM= DISCNBR= DNUM REQUIRED WHEN DISC NBR IS POPULATED
2285	LOCNUM= DNUM MUST BE 5 NUMERIC
2295	DNUM MUST BE GREATER THAN PREVIOUS DNUM
2340	ERL WITH THE DATA OF Y PROHIBITED WHEN LEATN IS POPULATED
2350	ERL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
2355	ERL PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
3005	REFNUM=001 -TELNO= REFNUM MUST BE 4 NUMERICS
3010	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3015	REFNUM=0001-TELNO= LNA REQUIRED
3021	REFNUM=0001-TELNO= LNA MUST BE V OR W WHEN AN, ATN, EAN OR EATN IS POPULATED
3022	REFNUM=001 -TELNO= LNA MUST BE A OR D WITH THIS REQTP/ACT TYPE
3025	REFNUM=0002 -TN REQUIRED
3030	REFNUM=0001-TELNO= TN MUST BE 10 NUMERICS
3035	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
3040	REFNUM=0002-TELNO= OTN PROHIBITED WHEN LNA = A, D, W, Y, L, P9
3045	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3055	REFNUM=0001-TELNO= FPI MUST BE VALID VALUE FOR REQTP AND ACTIVITY
3060	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
3065	TELNO= PIC VALID ENTRIES ARE PIC CODE OF 4 NUMERICS, NONE, DFLT, NA
3067	TELNO= PIC PROHIBITED ON R OR W ACT TYPES
3070	TELNO= LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES
3075	TELNO= VALID LPIC ENTRIES ARE AN LPIC CODE, NA OR NONE
3082	TELNO= LPIC PROHIBITED ON R OR W ACT TYPES

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

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err_num	err_description
3085	REFNUM=0001-TELNO= TC OPT VALID ENTRIES ARE:00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 81
3090	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQ TYP
3104	LNUM=00000 CHAN/PAIR MUST BE 4 ALPHANUMERICS FOR LINE SHARE
3105	LOCNUM=000 LNUM=22 TELNO= CHAN/PAIR MUST BE UP TO 5 ALPHANUMERICS
3110	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQ TYP/ACT/LNA COMBINATION
3120	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQ TYP/ACT/LNA COMBINATION
3125	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3155	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	REFNUM=0001-TELNO= CFA INVALID FORMAT
3175	REFNUM=0001-TELNO= FA REQUIRED WHEN THE FEATURE FIELD IS POPULATED
3177	REFNUM=0001-TELNO= FA PROHIBITED WITH REQ TYP J
3180	REFNUM=0001-TELNO= FA VALID ENTRIES ARE A, C OR D
3185	REFNUM=0001-TELNO= FEATURE REQUIRED WHEN THE FEATURE ACTIVITY IS POPULATED
3186	REFNUM=0001-TELNO= FEATURE PROHIBITED WITH REQ TYP J
3190	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
3195	TELNO= LNECLSSVC REQUIRED ON ACT TYPE A OR V
3200	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3210	LOCNUM=000 LNUM=00001 TELNO=FEATURE DETAIL PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3245	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3260	LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y
3380	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3385	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q
3390	LOCNUM=000 LNUM=00002 TELNO= LNA REQUIRED WHEN ACT TYP IS N, C, T, R, V, S, P OR Q
3395	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y
3410	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	LNUM=00001 LNA MUST BE N OR D IF REQ TYP IS A DIGITAL, DATA DESIGNED (DS1)
3427	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQ TYP/ACT TYP COMBINATION
3430	FOR REQ TYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

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err_num	err_description
3439	LNUM=00001 TN= LNA MUST BE D ON ACT OF D WHEN REQ TYP IS A WITH SECNCI POPULATED
3445	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3460	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQ TYP/LNA TYPE COMBINATION (STOP EDIT)
3465	LOCNUM=000 LNUM=2 TELNO= LNUM MUST BE 5 NUMERICS
3470	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQ TYP E-IS
3485	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3545	LNUM=00001 TELNO= OTN REQUIRED WITH THIS REQ TYP/LNA COMBINATION
3580	PQTY REQUIRED WITH THIS REQ TYP/LNA TYPE COMBINATION
3613	LOCNUM=000 LNUM=00001 TELNO= RTI REQUIRED ON REQ TYP B WHEN LNA IS V AND NPT IS A OR C
3705	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMERIC INCLUDING HYPHEN
3718	LOCNUM=000 LNUM=00010 TELNO= TNS RANGE NOT ALLOWED WHEN LNA IS G OR X
3725	LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQ TYP AND ACTIVITY
3730	LNUM=00004 TELNO= FPI INVALID ON REQ TYP/LNA COMBINATION
3735	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3740	LNUM=00001 TELNO= PIC VALID ENTRY IS NONE UNDC NC OR VALID PIC WHEN LNA IS C, P OR X
3745	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
3750	LNUM=00001 TELNO= PIC INVALID ON REQ TYP/LNA COMBINATION
3755	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3760	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P
3765	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
3770	LNUM=00001 TELNO= LPIC INVALID ON REQ TYP/LNA COMBINATION
3785	LNUM=00002 TELNO= PTKCON MUST BE T, I OR O
3790	LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V
3930	LNUM=00001 TELNO=
3940	LNUM=00001 TELNO= BLOCK PROHIBITED WHEN BA IS BLANK
3965	LNUM=00001 TELNO=BLOCK INVALID WITH BA ENTRY OF N OR Z
4000	DL DATA ELEMENTS REQUIRED
4005	DL DATA ELEMENTS PROHIBITED
4010	REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE
4015	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
4020	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4022	DLNUM=001 LTN=DLNUM MUST BE 4 NUMERICS
4026	MAIN LISTING REQUIRED FOR NEW ACCOUNT
4027	REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LN
4028	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING
4029	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING

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<u>err_num</u>	<u>err_description</u>
4030	DLNUM=0001 LTN= LACT REQUIRED
4035	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTP AND ACTIVITY TYPE
4042	REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LA
4045	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4050	INVALID YPH ENTRY
4052	YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP
4055	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4060	DLNUM=0001 LTN= VALID RTY REQUIRED
4061	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTP J, RTY OF LML, AND LACT OF N
4065	DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING
4070	REFNUM=0001-TELNO= YPQTY MUST BE 2 NUMERICS OR BLANKS
4075	MAIN LISTING REQUIRED
4090	DLNUM=0001 LTN= VALID LTY REQUIRED
4095	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTP AND ACTIVITY TYPE
4097	DLNUM=0001 LTN= LTY PROHIBITED WITH LACT Z
4100	REFNUM=0001-TELNO= DDA-STATE PROHIBITED WITH THIS REQTP AND ACTIVITY TYPE
4110	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4115	SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4120	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4125	SIC MUST BE 4 NUMERICS
4160	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4165	DLNUM=0001 LTN= DOI PROHIBITED WITH LACT Z
4180	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4185	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4200	DLNUM=0001 LTN MUST BE 10 NUMERICS
4205	DLNUM=0001 LTN REQUIRED
4220	DLNUM=0001 LTN= LNLN REQUIRED
4225	DLNUM=0001 LTN= LNLN PROHIBITED WITH LACT Z
4230	DLNUM=0001 LTN= LNFN PROHIBITED WITH LACT Z
4240	DLNUM=0001 LTN= LNPL PROHIBITED WITH LACT Z
4280	DLNUM=0001 LTN= TITLE1 DATA INVALID
4295	DLNUM=0001 LTN= NICK PROHIBITED WITH LACT Z
4310	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4315	DLNUM=0001 LTN=LANO PROHIBITED WITH LACT Z
4345	DLNUM=0001 LTN= LASN PROHIBITED WITH LACT Z

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

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<u>err_num</u>	<u>err_description</u>
4350	DLNUM=0001 LTN= LATH PROHIBITED WITH LACT Z
4365	DLNUM=0001 LTN= LASS ENTRY INVALID
4385	DLNUM=0001 LTN= INVALID LAST ENTRY
4470	DLNUM=0001 LTN= LTXNUM MUST BE CONSECUTIVE AND UNIQUE WITHIN THE DLNUM
4475	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4485	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4490	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4505	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4585	DLNUM=0001 LTN= DML PROHIBITED WITH LACT Z
4600	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
4685	DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE
4700	DLNUM=0001 LTN= HS PROHIBITED WITH LACT OF Z
4740	DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT OR INADDR IS POPULATED
4765	DLNUM=0001 LTN= SEQADDR1 REQUIRES SO1
4810	DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT IS POPULATED
4825	DLNUM=0001 LTN= INS1 REQUIRED WHEN INADDR IS POPULATED
5000	HUNTING PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
5005	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID
5010	HTQTY MUST BE 2 NUMERICS, 01 THRU 99
5015	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D
5035	REFNUM=0001-TELNO= TER MUST BE 4 NUMERICS
5050	LOCNUM=001 DOES NOT MATCH AN END USER LOCNUM ON THIS LSR
5060	LOCNUM=000 HNUM=00001 HNUM MUST BE UNIQUE WITHIN EACH LOCNUM
5065	LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS
5070	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5095	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5100	LOCNUM=000 HNUM=00001 HNTYP VALID ENTRIES ARE 1, 2, 3, 4, 5 OR 6
5110	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5125	LOCNUM=000 HNUM=00001 HTSEQ=0003 SAME HTSEQ NOT ALLOWED FOR MORE THAN ONE HT WHEN HLA IS N OR E
5135	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5175	HNUM=00001 HT=T0001--T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4
6005	NC CODE INVALID
6010	REFNUM=0001 -ECCKT REQUIRED WHEN ACT FIELD IS C, D, M, T OR R ON REQTP'S A OR B

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<u>err_num</u>	<u>err_description</u>
6030	SECNCI REQUIRED FOR NC
6045	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6048	COMPANY IS NOT QUALIFIED FOR XDSL/UCL
6050	REQTYP/LOOP TYPE COMBINATION INVALID
6055	LQTY IS REQUIRED FOR REQTYP/ACT COMBINATION
6056	REFNUM=0001 -INPT=D ONLY APPLICABLE TO LNP-ROUTED TO LEO IN ERROR
7000	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7005	EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE
7020	NUM= TELNO= TN NOT FOUND IN CRIS
7040	LOGON ABORTED/FAILED
7050	BOCRIS NOT AVAILABLE
7055	NUM= TELNO= ACCOUNT IS FINAL
7075	EATN, AN AND ATN ARE REQUIRED FOR REQTYP B
7080	EATN AND AN ARE REQUIRED FOR REQTYP
7095	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG
7100	PIC/LPIC IS REQUIRED ON INWARD ACTIVITY
7110	COFFI NOT AVAILABLE
7115	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE
7145	INTERVAL BETWEEN DATE RECEIVED AND DDD IS INVALID
7150	UNE - ERROR GENERATING ECCKT
7225	USOC= IS MISSING
7230	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE
7235	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN
7245	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING
7250	LSR HOUSENUMBER INCORRECT
7255	NUM= TELNO= DEGREE OR PROF AFFILIATION NOT ALLOWED ON RESIDENTIAL SERVICE
7260	LISTING TYPE INVALID
7267	UNE - LOCBAN MISSING FOR LINP ORDER
7270	UNE - MISCELLANEOUS ACCOUNT NUMBER MISSING ON LINP LSR
7295	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED
7300	UNE - CANNOT GENERATE CLASS OF SERVICE USOC
7315	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS
7325	NUM= -TELNO= LISTING INSTRUCTION CODE IS MISSING
7360	LIFELINE SERVICE NOT AVAILABLE
7375	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND
7380	UNE - ACTL INVALID

ORDERING**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL)**
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<u>err_num</u>	<u>err_description</u>
7400	CLEC DOES NOT OWN THIS ACCOUNT.
7405	NUM= TELNO= LISTING PHRASE CODE INVALID
7435	WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA
7445	UNE - CALL FORWARD TN REQUIRED
7465	CANNOT CANCEL ORDER
7495	UNE - DIR LOCATOR PROBLEM
7500	DUE DATE COULD NOT BE DETERMINED
7555	FID MISSING IN FEATURE DETAIL
7570	SEQ1X NOT ALLOWED WITH ZNB
7630	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH
7640	DUPLICATE CUSTOMERS EXCEED NINE ON CSR
7645	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND
7660	USOC FUJ1X NOT FOR RESALE
7690	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE
7705	UNE - ACTL/CLLI CODE MISSING
7710	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER
7715	SOCS TIMEOUT/NOT AVAILABLE
7718	UNABLE TO RETRIEVE PSO TO PROCESS SUP
7725	WAITING PERIOD EQUALS 5 MINUTES
7735	INVALID/MISSING LISTING NAME OR TYPE
7740	LOCAL CALLING PLUS INDICATOR NOT FOUND
7755	UNE - NPANXX NOT FOUND IN CLLI TABLE
7785	RSAG SITE TABLE LOOKUP FAILED TO FIND A MATCH
7805	SITE COULD NOT BE DETERMINED
7815	FID=RCU INVALID OR MISSING DATA
7825	RSAG-INCORRECT TELEPHONE NUMBER FORMAT
7850	RSAG - NEED ADDITIONAL ADDRESS OR TN
7860	RSAG - NO EXACT MATCH ON STREET NAME
7865	RSAG - NO MATCH ON HOUSENUMBER OR AHN
7870	RSAG - NO MATCH ON HOUSE NUMBER OR AHN - ONLY UNNUMBERED RANGES
7875	RSAG - NO MATCH ON HOUSE NUMBER OR AHN - ONLY NUMBERED RANGES
7880	RSAG - NO MATCH ON TELEPHONE NUMBER
7890	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS
7900	RSAG - NO MATCH ON STREET NAME
7905	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT
7910	RSAG - NO MATCH ON EXACT STREET NAME

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

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<u>err_num</u>	<u>err_description</u>
7930	RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP
7935	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP
7945	RSAG SYSTEM ERROR
8025	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY IS REQUIRED WHEN DNUM TC OPT IS TC OR ST
8100	LOCNUM= DNUM=00001 TC PER FORMAT MUST BE CCYYMMDD
8110	LOCNUM= DNUM=00001 TC PER DATE IS INVALID, MUST BE LATER THAN THE LSR RECEIPT DATE
8130	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE
8140	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQ TYP E, F OR M FOR LNA C, G, N OR V
8150	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES
8165	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST
8167	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREXI
8170	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN
8173	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=
8175	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N I1 ESXDC
8177	USOC INVALID FOR THIS SWITCH. FORMAT SAE 183 I1 TTR
8179	NPA NXX NOT VALID. FORMAT SAE 184 I1 NXMCR
8180	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8183	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :0000001 USOC QUAN MIS
8185	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT
8187	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN
8189	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6
8190	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN
8193	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN
8195	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN
8197	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541
8199	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN
8204	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN
8207	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN
8209	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN
8215	LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE
8240	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE
8250	USOC= NOT APPLICABLE TO PORT LOOP SERVICE
8255	INVALID ACTIVITY TYPE
8265	LNUM=12345 TC FR IS PROHIBITED WITH REQ TYP/LNA COMBINATION
8395	LSF INVALID FOR REQ TYP/ACT TYPE COMBINATION
8410	LSF INVALID IN TN

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<u>err_num</u>	<u>err_description</u>
8415	LSF LP ALREADY EXISTS ON ACCOUNT
8425	LSF OF DE INVALID ON ACT TYPE A OR V
8430	LSF DOES NOT EXIST ON ACCOUNT
8700	RSAG-INVALID SEARCH AREA
8820	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE
8825	ORDER ERR:
8830	CLEC ALREADY OWNS THIS ACCOUNT
8835	USOC/FID CANNOT BE DELETED FOR WORKING TN
8855	NO ACTL IN LSR
8870	FEATURES NOT ALLOWED ON SWITCH-AS-IS ACTIVITY TYPE
8875	ERROR GENERATING BTN
8885	LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD
8890	UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION
8925	CFN HAS INVALID FORMAT ON COFFI SCREEN
8940	CALL FORWARDING NUMBER MISSING OR INVALID
8945	LINECLSSVC AND TOS DO NOT MATCH
8955	LPIC OF A VALID LPIC CODE OR NONE IS REQUIRED
8970	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC
8980	LINE ACTIVITY INVALID
8995	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS
9000	LSO/LOCBAN (NPANXX) MISSING OR INVALID
9005	LNECLSSVC NOT ALLOWED ON R ACCOUNT ACTIVITY
9015	SUP FAILED TO UPDATE DUE DATE
9030	PIC DATA OF A VALID PIC CODE OR NONE IS REQUIRED
9045	TYPE OF ORDER NOT DETERMINED - CLS SVC AND TOS BLANK OR MISSING
9060	EU-STREET-1 REQUIRED
9110	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
9115	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES
9145	ACCOUNT IS DENIED
9155	UNE - PORTED OUT NUMBER
9160	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY
9165	INVALID NPA NXX
9185	UNABLE TO DETERMINE TBE CHOICE
9190	ZIP CODE IS NOT NUMERIC
9245	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM
9263	NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

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<u>err_num</u>	<u>err_description</u>
9428	DLNUM=0001 LTN= INVALID NICK DATA
9432	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT
9433	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC
9438	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N
9439	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED
9442	DLNUM=0002 LTN= ALI MUST BE UNIQUE
9466	UNABLE TO DETERMINE BLOCK CHOICE
9470	LOCATION QUANTITY DOES NOT EQUAL THE NUMBER OF END USER DETAIL RECORDS RECEIVED
9471	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ
9473	ONLY FOUR DIFFERENT LEATNS ALLOWED PER LSR
9474	MINIMUM OF TWO DIFFERENT LEATNS/LEANS REQUIRED FOR LSR
9475	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS
9476	IS NOT FOUND ON CSR TO DISCONNECT
9477	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER
9479	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY
9680	INVALID REQ TYP OR TOS FOR LIFELINE
9481	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT
9484	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=
9487	INVALID ACT TYPE FOR FULL MIGRATION
9488	DISPOSITION OF ALL LINES REQUIRED ON ACT V
9492	ATN= CANNOT EXIST AS A MAIN ACCOUNT FOR ACT P
9495	EATN= MUST EXIST FOR ACT P AND Q
9496	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=
9497	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE
9498	EAN= ON LNUM= AND LEAN= ARE POPULATED
9503	FA OF D AND C ARE DISALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN
9508	DLNUM=0001 LTN= FIRST THREE CHARACTERS OF NSTN MUST BE NUMERIC
9510	ONLY ONE TC PER ALLOWED PER LOCATION
9515	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION
9516	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN
9517	UNDC INVALID IF PIC ALREADY EXISTS
9518	UNDC INVALID IF LPIC ALREADY EXISTS
9519	LOCNUM= HNUM= HT= TN NOT FOUND ON CSR OR LSR
9523	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH TYPE
9526	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT
9529	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

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<u>err_num</u>	<u>err_description</u>
9543	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID
9545	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED
9600	TASKMATE ERROR INCORRECT SCREEN FORMAT ON HOST
9602	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD
9605	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)
9606	TNS CANNOT BE REASSIGNED FOR 90 DAYS
9613	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET
9616	YPH INVALID
9618	EQUAL NUMBER OF COMPLETE CHOICE AND COMPLETE CHOICE CREDIT USOCS REQUIRED FORMAT SAE 339
9623	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE
9626	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP
9627	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER
9628	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE
9629	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF
9631	STAR 98 PACKAGE USOC REQUIRED
9634	THE FID PKG VM-CSP-S98PK IS MISSING OR INCORRECT
9636	S981A NOT AVAILABLE FOR THIS CENTRAL OFFICE
9637	STAR 98 SERVICE IS NOT AVAILABLE FOR THIS CENTRAL OFFICE
9638	USOC VSB MUST NOT APPEAR
9639	CATEGORY L USOC MUST APPEAR FOR SAME TN
9641	REQUESTED ACTIVITY ALREADY PENDING DM4V32
9643	STAR 98 SERVICE NOT VALID ON THIS REQTP/ACT TYPE COMBINATION
9645	STAR 98 PACKAGE IS NOT VALID
9647	BAN DOES NOT EXIST FOR COMPANY CODE
9650	USOCS 999MC AND S98PK MUST APPEAR
9654	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUSER ADDRESS
9656	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM
9670	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004
9671	TOUCHTNE USOC REQUIRED - FORMAT SAE 245
9673	RINGMASTER USOC REQUIRED - FORMAT SAE 387
9674	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B
9675	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN
9679	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI
9681	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE
9682	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS
9700	REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

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<u>err_num</u>	<u>err_description</u>
9770	UNE - CABLE ID/CHANNEL PAIR OR CFA IS REQUIRED FOR REQUESTED SERVICE
9772	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A
9800	MAIN LISTING REQUIRED FOR NEW ACCOUNT
9805	NO DENIAL INDICATOR ON CUSTOMER RECORD
9815	INVALID LINE ACTIVITY FOR DENIED ACCOUNT
9820	INVALID LINE ACTIVITY FOR SUSPENDED ACCOUNT
9850	USOC P25 INVALID WITH USOC AQ3 IN KY
9860	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN
1040	VER MUST BE SPACES OR ZEROES FOR 850
1090	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1130	DDD MUST BE A VALID DATE
1225	CC REQUIRED ON THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1391	TOS SECOND CHARACTER MUST BE J, WHEN REQTP IS NB (STOP EDIT)
1404	RESID REQUIRED
1407	RESID IS REQUIRED WITH ANY LNA'S OF N OR V
1453	BAN1 REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1515	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS
1525	FAX NO-INIT MUST BE 10 NUMERICS
1555	TEL NO ALTIMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1585	STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1590	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1595	STATE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1600	ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1620	BCS REQUIRED WITH REQTP/ACT TYPE/TOS COMBINATION
2085	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2160	IWCON REQUIRED WHEN IWO IS POPULATED WITH U OR W
3047	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3120	LOCNUM=000 LNUM=00001 TELNO= ECCKT IS REQUIRED WITH REQTP/ACT/LNA COMBINATION
3150	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WITH LINE ACTIVITY OF C FOR REQTP E
3160	LOCNUM=000 LNUM=00002 TELNO= FA VALID ENTRY MUST BE N, C OR D
3215	LOCNUM=000 LNUM=00001 TELNO= ISPID FOR THIS REQTP/LNA TYPE COMBINATION
3245	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3380	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3390	LOCNUM=000 LNUM=00001 TELNO= LNA REQUIRED WHEN ACT TYP IS N, C, T, R, V, S, P OR Q
3405	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R
3415	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Description DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

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err_num	err_description
3422	LNUM=00001 LNA MUST BE N OR D IF REQ TYP IS A DIGITAL, DATA DESIGNED (DS1)
3433	LOCNUM=000 LNUM=00001 TELNO= LNA PROHIBITED ON THIS REQ TYP/ACT TYP/SECNCI COMBINATION
3445	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3450	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3643	LNUM=00001 SLTN MUST BE 10 NUMERICS WITH TWO HYPHENS
3715	LNUM=00001 TELNO=(AUX. LINE) WHEN TNS CONTAINS 15 A/N THE 11TH CHARACTER MUST BE HYPHEN
3955	LNUM=00001 TELNO= BLOCK VALID VALUES ARE A, B, C, H OR BLANK ON REQ TYP E, F, OR M
3963	LNUM=00001 TELNO= BLOCK IS REQUIRED WITH BA ENTRY OF A OR D
4085	REFNUM=0001-TELNO= DDA-ADDRESS 1 PROHIBITED WITH THIS REQ TYP AND ACTIVITY TYPE
4090	DLNUM=0001 LTN= VALID LTY REQUIRED
4185	DLNUM=0001 LTN=DOI DATA INVALID WITH LTY 3
4360	DLNUM=0001 LTN= LASS PROHIBITED WITH LACT Z
4375	DLNUM=0001 LTN= LALOC PROHIBITED WITH LACT Z
4390	DLNUM=0001 LTN= LAST PROHIBITED WITH LACT Z
4475	DLNUM=0001 LTN= INVALID YPH ENTRY
4480	DLNUM=0001 LTN= YPH PROHIBITED WITH LACT Z
4500	DLNUM=0001 LTN= SIC PROHIBITED WITH LACT Z
4510	DLNUM=0001 LTN=ONLY ONE SIC ALLOWED PER ACCOUNT
4550	DLNUM=0003 LTN= DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING
4590	DLNUM=0001 LTN= DLNM VALID ENTRY IS Y
4685	DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE
5050	LOCNUM=001 DOES NOT MATCH AN END USER LOCNUM ON THIS LSR
5070	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5080	LOCNUM=000 HNUM=00001 HID MUST BE AN HID NUMBER WHEN HA IS C, D OR E AND HNTYP IS 5 OR 6
5095	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5105	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D
5110	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
8165	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
1007	24	0.18%	0.18%	DUPLICATE CC, PON, VER
1012	11	0.08%	0.26%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	4869	36.76%	37.03%	PON DUPLICATE ON INITIAL LSR
1017	4	0.03%	37.06%	PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '
1020	1	0.01%	37.06%	PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '
1022	1	0.01%	37.07%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1023	208	1.57%	38.64%	NO ORIGINAL LSR FOUND FOR THIS SUP
1025	29	0.22%	38.86%	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	140	1.06%	39.92%	PREVIOUS LSR AGED OFF - (K) STATUS
1030	572	4.32%	44.24%	VER MUST BE GREATER THAN PREVIOUS VERSION
1035	6	0.05%	44.28%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	9	0.07%	44.35%	VER MUST BE SPACES OR ZEROES FOR 850
1050	7	0.05%	44.40%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	3	0.02%	44.42%	AN REQUIRED FOR THIS REQTP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1065	4	0.03%	44.45%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	19	0.14%	44.60%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1075	3	0.02%	44.62%	ATN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1085	5	0.04%	44.66%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	3	0.02%	44.68%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1095	1	0.01%	44.69%	SERVICE CENTER REQUIRED
1110	176	1.33%	46.02%	INVALID REQTP - ACCOUNT ACTIVITY TYPE COMBINATION
1125	80	0.60%	46.62%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
1140	3	0.02%	46.64%	DDDO REQUIRED WHEN ACT IS T AND REQTP IS A, E, M, OR N
1145	10	0.08%	46.72%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1150	39	0.29%	47.01%	SUP PROHIBITED WHEN 1ST CHARACTER OF REQTP FIELD CHANGES
1154	69	0.52%	47.53%	LSR/PON IS COMPLETED
1155	8	0.06%	47.60%	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1170	13	0.10%	47.69%	CC REQUIRED
1175	1	0.01%	47.70%	REQTP REQUIRED (STOP EDIT)
1180	4	0.03%	47.73%	INVALID REQTP/ACT TYPE COMBINATION (STOP EDIT)
1200	28	0.21%	47.94%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1215	16	0.12%	48.06%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
1225	4	0.03%	48.09%	CC REQUIRED ON THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1230	1144	8.64%	56.73%	LSO MUST BE 6 NUMERICS
1270	4	0.03%	56.76%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1330	6	0.05%	56.81%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1335	3	0.02%	56.83%	LSO REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1340	1	0.01%	56.84%	LSO MUST BE 6 NUMERICS
1360	1	0.01%	56.84%	TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)
1390	1	0.01%	56.85%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB
1391	1	0.01%	56.86%	TOS SECOND CHARACTER MUST BE J, WHEN REQTP IS NB (STOP EDIT)
1430	20	0.15%	57.01%	CIC REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1453	20	0.15%	57.16%	BAN1 REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1455	7	0.05%	57.21%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	2	0.02%	57.23%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED
1470	1	0.01%	57.24%	BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED
1505	14	0.11%	57.34%	INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1510	14	0.11%	57.45%	TEL NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1520	18	0.14%	57.58%	FAX NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1525	1	0.01%	57.59%	FAX NO-INIT MUST BE 10 NUMERICS
1530	1	0.01%	57.60%	IMPCON REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1540	1	0.01%	57.61%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1605	393	2.97%	60.57%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1630	204	1.54%	62.11%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	214	1.62%	63.73%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	609	4.60%	68.33%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	1933	14.59%	82.92%	LSR/PON AGED OFF
1650	586	4.42%	87.35%	LSR/PON COMPLETED
1655	31	0.23%	87.58%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1660	117	0.88%	88.46%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	20	0.15%	88.61%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1664	109	0.82%	89.44%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2000	3	0.02%	89.46%	EU-NAME REQUIRED

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
2015	2	0.02%	89.48%	EU-STATE REQUIRED
2035	7	0.05%	89.53%	LOCNUM=000 NAME EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2040	1	0.01%	89.54%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2055	1	0.01%	89.54%	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION
2059	10	0.08%	89.62%	LOCNUM=000 SASN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION WHEN LNA EQUALS N
2060	71	0.54%	90.15%	LOCNUM=000 SASN REQUIRED WITH THIS REQTP/ACT TYP COMBINATION AT THIS LOCATION
2065	6	0.05%	90.20%	LOCBAN REQUIRED
2080	76	0.57%	90.77%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	20	0.15%	90.92%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	9	0.07%	90.99%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	2	0.02%	91.01%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2099	2	0.02%	91.02%	LOCNUM=000 CITY-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2100	4	0.03%	91.05%	LOCNUM=000 CITY-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2105	4	0.03%	91.08%	LOCNUM=000 STATE-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2109	16	0.12%	91.20%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2110	4	0.03%	91.23%	LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2115	18	0.14%	91.37%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	201	1.52%	92.89%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTP/ACT CODE
2130	2	0.02%	92.90%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2185	1	0.01%	92.91%	EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS
2200	7	0.05%	92.96%	EATN MUST BE 10 NUMERICS
2280	5	0.04%	93.00%	LOCNUM= DISCNBR= DNUM REQUIRED WHEN DISC NBR IS POPULATED
2285	5	0.04%	93.04%	LOCNUM= DNUM MUST BE 5 NUMERIC
2295	5	0.04%	93.08%	DNUM MUST BE GREATER THAN PREVIOUS DNUM
2350	25	0.19%	93.27%	ERL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
2355	2	0.02%	93.28%	ERL PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
3010	2	0.02%	93.30%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3035	42	0.32%	93.61%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
3040	3	0.02%	93.64%	REFNUM=0002-TELNO= OTN PROHIBITED WHEN LNA = A, D, W, Y, L, P9
3045	12	0.09%	93.73%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	28	0.21%	93.94%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
3050	8	0.06%	94.00%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3085	1	0.01%	94.01%	REFNUM=0001-TELNO= TC OPT VALID ENTRIES ARE:00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 81
3090	1	0.01%	94.01%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQ TYP
3110	1	0.01%	94.02%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	10	0.08%	94.10%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQ TYP/ACT/LNA COMBINATION
3120	2	0.02%	94.11%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQ TYP/ACT/LNA COMBINATION
3125	36	0.27%	94.38%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	2	0.02%	94.40%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	46	0.35%	94.75%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3155	5	0.04%	94.78%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	62	0.47%	95.25%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	11	0.08%	95.33%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQ TYP
3170	25	0.19%	95.52%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3200	1	0.01%	95.53%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	7	0.05%	95.58%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3245	1	0.01%	95.59%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3380	1	0.01%	95.60%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3385	1	0.01%	95.61%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q
3390	1	0.01%	95.61%	LOCNUM=000 LNUM=00002 TELNO= LNA REQUIRED WHEN ACT TYP IS N, C, T, R, V, S, P OR Q
3395	1	0.01%	95.62%	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y
3410	2	0.02%	95.64%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	1	0.01%	95.64%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	2	0.02%	95.66%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	2	0.02%	95.67%	LNUM=00001 LNA MUST BE N OR D IF REQ TYP IS A DIGITAL, DATA DESIGNED (DS1)
3427	1	0.01%	95.68%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQ TYP/ACT TYP COMBINATION
3430	3	0.02%	95.70%	FOR REQ TYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3445	3	0.02%	95.73%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3460	20	0.15%	95.88%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQ TYP/LNA TYPE COMBINATION (STOP EDIT)
3470	7	0.05%	95.93%	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQ TYP E-IS
3485	2	0.02%	95.95%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3545	1	0.01%	95.95%	LNUM=00001 TELNO= OTN REQUIRED WITH THIS REQ TYP/LNA COMBINATION

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis Fatafs DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
3705	21	0.16%	96.11%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMERIC INCLUDING HYPHEN
3725	1	0.01%	96.12%	LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQTP AND ACTIVITY
3730	1	0.01%	96.13%	LNUM=00004 TELNO= FPI INVALID ON REQTP/LNA COMBINATION
3735	3	0.02%	96.15%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3745	3	0.02%	96.17%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
3750	1	0.01%	96.18%	LNUM=00001 TELNO= PIC INVALID ON REQTP/LNA COMBINATION
3755	3	0.02%	96.20%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3765	3	0.02%	96.22%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
3770	1	0.01%	96.23%	LNUM=00001 TELNO= LPIC INVALID ON REQTP/LNA COMBINATION
3785	1	0.01%	96.24%	LNUM=00002 TELNO= PTKCON MUST BE T, I OR O
3790	5	0.04%	96.28%	LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V
4000	5	0.04%	96.32%	DL DATA ELEMENTS REQUIRED
4010	2	0.02%	96.33%	REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE
4015	3	0.02%	96.35%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
4020	1	0.01%	96.36%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4022	1	0.01%	96.37%	DLNUM=001 LTN=DLNUM MUST BE 4 NUMERICS
4028	1	0.01%	96.38%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING
4030	4	0.03%	96.41%	DLNUM=0001 LTN= LACT REQUIRED
4035	1	0.01%	96.41%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	4	0.03%	96.44%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTP AND ACTIVITY TYPE
4045	56	0.42%	96.87%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4052	1	0.01%	96.87%	YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP
4055	66	0.50%	97.37%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4061	1	0.01%	97.38%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTP J, RTY OF LML, AND LACT OF N
4065	49	0.37%	97.75%	DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING
4075	1	0.01%	97.76%	MAIN LISTING REQUIRED
4090	19	0.14%	97.90%	DLNUM=0001 LTN= VALID LTY REQUIRED
4110	6	0.05%	97.95%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4120	18	0.14%	98.08%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4160	13	0.10%	98.18%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4180	13	0.10%	98.28%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
4185	1	0.01%	98.29%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4205	5	0.04%	98.32%	DLNUM=0001 LTN REQUIRED
4280	1	0.01%	98.33%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4310	2	0.02%	98.35%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4385	5	0.04%	98.38%	DLNUM=0001 LTN= INVALID LAST ENTRY
4475	1	0.01%	98.39%	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	8	0.06%	98.45%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4485	7	0.05%	98.51%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4505	4	0.03%	98.54%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4600	16	0.12%	98.66%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
4685	2	0.02%	98.67%	DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE
5000	18	0.14%	98.81%	HUNTING PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
5005	27	0.20%	99.01%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID
5015	27	0.20%	99.21%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	1	0.01%	99.22%	LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D
5035	1	0.01%	99.23%	REFNUM=0001-TELNO= TER MUST BE 4 NUMERICS
5050	7	0.05%	99.28%	LOCNUM=001 DOES NOT MATCH AN END USER LOCNUM ON THIS LSR
5060	9	0.07%	99.35%	LOCNUM=000 HNUM=00001 HNUM MUST BE UNIQUE WITHIN EACH LOCNUM
5070	6	0.05%	99.40%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5095	3	0.02%	99.42%	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5110	4	0.03%	99.45%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	1	0.01%	99.46%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5125	8	0.06%	99.52%	LOCNUM=000 HNUM=00001 HTSEQ=0003 SAME HTSEQ NOT ALLOWED FOR MORE THAN ONE HT WHEN HLA IS N OR E
5135	7	0.05%	99.57%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5175	1	0.01%	99.58%	HNUM=00001 HT=T0001--T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4
6010	1	0.01%	99.58%	REFNUM=0001 -ECCKT REQUIRED WHEN ACT FIELD IS C, D, M, T OR R ON REQTP'S A OR B
6045	10	0.08%	99.66%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6050	6	0.05%	99.71%	REQTP/LOOP TYPE COMBINATION INVALID
7000	5	0.04%	99.74%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7080	2	0.02%	99.76%	EATN AND AN ARE REQUIRED FOR REQTP
8025	14	0.11%	99.86%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY IS REQUIRED WHEN DNUM TC OPT IS TC OR ST

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
8140	2	0.02%	99.88%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQ TYP E, F OR M FOR LNA C, G, N OR V
8165	1	0.01%	99.89%	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST
8180	12	0.09%	99.98%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8215	1	0.01%	99.98%	LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE
8255	2	0.02%	100.00%	INVALID ACTIVITY TYPE
	13245	100.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis - 8825 DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

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Revised Attachment 2A

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR
8825	ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!
8825	ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOCs!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /TN
8825	ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis - 8825 DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

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Revised Attachment 2A

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis 1000 DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC.
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
1000	CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCOSL & UEAMC WHICH SHOULD NOT BE ON LY-- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00..
1000	ACCOUNT , SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERROS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER # , PON#,

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis 1000 DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
1000	CLEARED ERROR
1000	CORRECT SVC ORDER BY REMOVING OCOSL & UEAMC-WHCH SHOULD NOT BE ON LY-- RQST
1000	CORRECT ERRORS
1000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
1000	CORRECTED SYSTEM GENERATED ORDER #
1000	SENT S STATUS REFERRAL FORM 06-20-00.
1000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF, ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSL AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LY--ORDER)

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% LNP Summary)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

		ACHIEVED FLOW- THROUGH %	ADJUSTED FLOW- THROUGH %
CLEC AGGREGATE			
REGION ALL SERVICES		54.30%	91.83%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% LNP Aggregate DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#1		322	0	322	167	11	144	83	65	18	61	20.82%	42.36%	48.41%
#2		621	0	621	274	57	290	55	31	24	235	43.52%	81.03%	88.35%
#3		0	31	31	17	3	11	10	1	9	1	5.26%	9.09%	50.00%
#4		4	0	4	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#5		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#6		0	1588	1588	633	124	831	302	149	153	529	40.35%	63.66%	78.02%
#7		677	0	677	548	55	74	32	20	12	42	6.89%	56.76%	67.74%
#8		0	41	41	22	5	14	8	4	4	6	18.75%	42.86%	60.00%
#9		0	1496	1496	1418	78	0	0	0	0	0	0.00%	0.00%	0.00%
#10		174	0	174	97	7	70	28	16	12	42	27.10%	60.00%	72.41%
#11		9	0	9	3	2	4	3	2	1	1	16.67%	25.00%	33.33%
#12		0	85	85	27	8	50	11	9	2	39	52.00%	78.00%	81.25%
#13		2046	0	2046	735	156	1155	241	129	112	914	51.41%	79.13%	87.63%
#14		0	217	217	112	23	82	17	11	6	65	34.57%	79.27%	85.53%
#15		2746	0	2746	308	29	2409	103	44	59	2306	86.76%	95.72%	98.13%
#16		94	0	94	68	4	22	7	0	7	15	18.07%	68.18%	100.00%
#17		0	2	2	0	2	0	0	0	0	0	0.00%	0.00%	0.00%
#18		152	0	152	145	0	7	5	0	5	2	1.36%	28.57%	100.00%
#19		4239	0	4239	519	83	3637	230	66	164	3407	85.35%	93.68%	98.10%
#20		0	83	83	40	5	38	13	3	10	25	36.76%	65.79%	89.29%
#21		7	0	7	3	0	4	4	3	1	0	0.00%	0.00%	0.00%
#22		1013	0	1013	636	45	332	116	41	75	216	24.19%	65.06%	84.05%
#23		0	18	18	7	0	11	8	6	2	3	18.75%	27.27%	33.33%
#24		362	0	362	150	17	195	83	64	19	112	34.36%	57.44%	63.64%
#25		13	0	13	1	2	10	0	0	0	10	90.91%	100.00%	100.00%
#26		370	0	370	189	9	172	76	59	17	96	27.91%	55.81%	61.94%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects DETAIL)
REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3
Revised Attachment 2A

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		7
#2		2
#3		30
#4		2
#5		206
#6		0
#7		36
#8		259
#9		21
#10		14
#11		2
#12		45
#13		86
#14		16
#15		65
#16		17
#17		15
#18		368
#19		13
#20		106
#21		66
#22		3
#23		19
#24		13
#25		139
#26		15
Total		1565

EXHIBIT NO. AJV – 3

July 2001 MSS Report

BellSouth Monthly State Summary
Tennessee, July 2001

Tennessee, July 2001		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Ordering										
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/TN(%)	Diagnostic		8.49%	15,729				Diagnostic
A.1.1.2	O-7	Business/TN(%)	Diagnostic		15.11%	331				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN(%)	Diagnostic							Diagnostic
A.1.1.4	O-7	PBX/TN(%)	Diagnostic							Diagnostic
A.1.1.5	O-7	Centrex/TN(%)	Diagnostic							Diagnostic
A.1.1.6	O-7	ISDN/TN(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/TN(%)	Diagnostic		42.60%	2,547				Diagnostic
A.1.2.2	O-7	Business/TN(%)	Diagnostic		38.40%	250				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN(%)	Diagnostic		0.00%	1				Diagnostic
A.1.2.4	O-7	PBX/TN(%)	Diagnostic							Diagnostic
A.1.2.5	O-7	Centrex/TN(%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/TN(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN(%)	Diagnostic		42.42%	99				Diagnostic
A.1.3.2	O-7	Business/TN(%)	Diagnostic		34.13%	167				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN(%)	Diagnostic		25.00%	12				Diagnostic
A.1.3.4	O-7	PBX/TN(%)	Diagnostic		0.00%	4				Diagnostic
A.1.3.5	O-7	Centrex/TN(%)	Diagnostic		100.00%	1				Diagnostic
A.1.3.6	O-7	ISDN/TN(%)	Diagnostic		36.36%	33				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN(%)	>= 97% w in 1 hr		94.01%	1,336				NO
A.1.4.2	O-8	Business/TN(%)	>= 97% w in 1 hr		100.00%	50				YES
A.1.4.3	O-8	Design (Specials)/TN(%)	>= 97% w in 1 hr							
A.1.4.4	O-8	PBX/TN(%)	>= 97% w in 1 hr							
A.1.4.5	O-8	Centrex/TN(%)	>= 97% w in 1 hr							
A.1.4.6	O-8	ISDN/TN(%)	>= 97% w in 1 hr							
Reject Interval - Partially Mechanized - 24 hours										
A.1.5.1	O-8	Residence/TN(%)	>= 85% w in 24 hrs		This data not applicable after 5-1-2001, see below					
A.1.5.2	O-8	Business/TN(%)	>= 85% w in 24 hrs		This data not applicable after 5-1-2001, see below					
A.1.5.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs		This data not applicable after 5-1-2001, see below					
A.1.5.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs		This data not applicable after 5-1-2001, see below					
A.1.5.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs		This data not applicable after 5-1-2001, see below					
A.1.5.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs		This data not applicable after 5-1-2001, see below					
Reject Interval - Partially Mechanized - 18 hours										
A.1.6.1	O-8	Residence/TN(%)	>= 85% w in 18 hrs		97.79%	1,085				YES
A.1.6.2	O-8	Business/TN(%)	>= 85% w in 18 hrs		97.92%	96				YES
A.1.6.3	O-8	Design (Specials)/TN(%)	>= 85% w in 18 hrs							
A.1.6.4	O-8	PBX/TN(%)	>= 85% w in 18 hrs							
A.1.6.5	O-8	Centrex/TN(%)	>= 85% w in 18 hrs							
A.1.6.6	O-8	ISDN/TN(%)	>= 85% w in 18 hrs							
Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/TN(%)	>= 85% w in 24 hrs		97.62%	42				YES
A.1.8.2	O-8	Business/TN(%)	>= 85% w in 24 hrs		98.25%	57				YES
A.1.8.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs		100.00%	3				YES
A.1.8.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs							
A.1.8.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs		100.00%	1				YES
A.1.8.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs		100.00%	12				YES
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN(%)	>= 95% w in 3 hrs		99.09%	13,143				YES
A.1.9.2	O-9	Business/TN(%)	>= 95% w in 3 hrs		98.80%	167				YES

BellSouth Monthly State Summary
Tennessee, July 2001

A.1.9.3	O-9	Design (Specials)/TN(%)	>= 95% w in 3 hrs							
A.1.9.4	O-9	PBX/TN(%)	>= 95% w in 3 hrs							
A.1.9.5	O-9	Centrex/TN(%)	>= 95% w in 3 hrs							
A.1.9.6	O-9	ISDN/TN(%)	>= 95% w in 3 hrs							
FOC Timeliness - Partially Mechanized										
A.1.10.1	O-9	Residence/TN(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below						
A.1.10.2	O-9	Business/TN(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below						
A.1.10.3	O-9	Design (Specials)/TN(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below						
A.1.10.4	O-9	PBX/TN(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below						
A.1.10.5	O-9	Centrex/TN(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below						
A.1.10.6	O-9	ISDN/TN(%)	>= 85% w in 36 hrs	This data not applicable after 5-1-2001, see below						
FOC Timeliness - Partially Mechanized - 18 hours										
A.1.11.1	O-9	Residence/TN(%)	>= 85% w in 18 hrs			94.68%	1,692			YES
A.1.11.2	O-9	Business/TN(%)	>= 85% w in 18 hrs			97.67%	172			YES
A.1.11.3	O-9	Design (Specials)/TN(%)	>= 85% w in 18 hrs			100.00%	1			YES
A.1.11.4	O-9	PBX/TN(%)	>= 85% w in 18 hrs							
A.1.11.5	O-9	Centrex/TN(%)	>= 85% w in 18 hrs							
A.1.11.6	O-9	ISDN/TN(%)	>= 85% w in 18 hrs							
FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/TN(%)	>= 85% w in 36 hrs			98.44%	64			YES
A.1.13.2	O-9	Business/TN(%)	>= 85% w in 36 hrs			100.00%	109			YES
A.1.13.3	O-9	Design (Specials)/TN(%)	>= 85% w in 36 hrs			85.71%	7			YES
A.1.13.4	O-9	PBX/TN(%)	>= 85% w in 36 hrs			100.00%	3			YES
A.1.13.5	O-9	Centrex/TN(%)	>= 85% w in 36 hrs							
A.1.13.6	O-9	ISDN/TN(%)	>= 85% w in 36 hrs			100.00%	12			YES
FOC & Reject Response Completeness - Mechanized										
A.1.14.1	O-11	Residence/TN(%)	>= 95%			92.08%	15,729			NO
A.1.14.2	O-11	Business/TN(%)	>= 95%			65.56%	331			NO
A.1.14.3	O-11	Design (Specials)/TN(%)	>= 95%							
A.1.14.4	O-11	PBX/TN(%)	>= 95%							
A.1.14.5	O-11	Centrex/TN(%)	>= 95%							
A.1.14.6	O-11	ISDN/TN(%)	>= 95%							
FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1	O-11	Residence/TN(%)	>= 95%			100.00%	2,547			YES
A.1.15.2	O-11	Business/TN(%)	>= 95%			100.00%	250			YES
A.1.15.3	O-11	Design (Specials)/TN(%)	>= 95%			100.00%	1			YES
A.1.15.4	O-11	PBX/TN(%)	>= 95%							
A.1.15.5	O-11	Centrex/TN(%)	>= 95%							
A.1.15.6	O-11	ISDN/TN(%)	>= 95%							
FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/TN(%)	>= 95%			98.59%	142			YES
A.1.16.2	O-11	Business/TN(%)	>= 95%			95.11%	225			YES
A.1.16.3	O-11	Design (Specials)/TN(%)	>= 95%			100.00%	7			YES
A.1.16.4	O-11	PBX/TN(%)	>= 95%			75.00%	4			NO
A.1.16.5	O-11	Centrex/TN(%)	>= 95%			50.00%	2			NO
A.1.16.6	O-11	ISDN/TN(%)	>= 95%			96.97%	33			YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1	O-11	Residence/TN(%)	>= 95%			99.99%	14,484			YES
A.1.17.2	O-11	Business/TN(%)	>= 95%			100.00%	217			YES
A.1.17.3	O-11	Design (Specials)/TN(%)	>= 95%							
A.1.17.4	O-11	PBX/TN(%)	>= 95%							
A.1.17.5	O-11	Centrex/TN(%)	>= 95%							
A.1.17.6	O-11	ISDN/TN(%)	>= 95%							
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1	O-11	Residence/TN(%)	>= 95%			94.74%	2,547			NO
A.1.18.2	O-11	Business/TN(%)	>= 95%			92.40%	250			NO

BellSouth Monthly State Summary Tennessee, July 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.3	O-11 Design (Specials)/TN(%)	>= 95%			100.00%	1				YES
A.1.18.4	O-11 PBX/TN(%)	>= 95%								
A.1.18.5	O-11 Centrex/TN(%)	>= 95%								
A.1.18.6	O-11 ISDN/TN(%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11 Residence/TN(%)	>= 95%			89.29%	140				NO
A.1.19.2	O-11 Business/TN(%)	>= 95%			91.59%	214				NO
A.1.19.3	O-11 Design (Specials)/TN(%)	>= 95%			100.00%	7				YES
A.1.19.4	O-11 PBX/TN(%)	>= 95%			100.00%	3				YES
A.1.19.5	O-11 Centrex/TN(%)	>= 95%			100.00%	1				YES
A.1.19.6	O-11 ISDN/TN(%)	>= 95%			100.00%	32				YES
Resale - Provisioning										
Order Completion Interval										
A.2.1.1.1.1	P-4 Residence/<10 circuits/Dispatch/TN(days)	Res	6.43	13,242	5.30	449	5.559	0.26677	4.2250	YES
A.2.1.1.1.2	P-4 Residence/<10 circuits/Non-Dispatch/TN(days)	Res	0.92	241,446	0.74	10,458	1.129	0.01128	15.8272	YES
A.2.1.1.2.1	P-4 Residence/>=10 circuits/Dispatch/TN(days)	Res	7.64	13			5.945			
A.2.1.1.2.2	P-4 Residence/>=10 circuits/Non-Dispatch/TN(days)	Res								
A.2.1.2.1.1	P-4 Business/<10 circuits/Dispatch/TN(days)	Bus	3.31	7,725	1.99	78	6.321	0.71926	1.8253	YES
A.2.1.2.1.2	P-4 Business/<10 circuits/Non-Dispatch/TN(days)	Bus	1.30	12,145	0.82	223	3.605	0.24363	1.9808	YES
A.2.1.2.2.1	P-4 Business/>=10 circuits/Dispatch/TN(days)	Bus	14.28	68			17.358			
A.2.1.2.2.2	P-4 Business/>=10 circuits/Non-Dispatch/TN(days)	Bus	1.17	2			1.181			
A.2.1.3.1.1	P-4 Design (Specials)/<10 circuits/Dispatch/TN(days)	Design	21.48	1,705	11.00	1	23.552	23.55861	0.4450	YES
A.2.1.3.1.2	P-4 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Design	7.07	43			5.745			
A.2.1.3.2.1	P-4 Design (Specials)/>=10 circuits/Dispatch/TN(days)	Design	8.50	4			5.000			
A.2.1.3.2.2	P-4 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)	Design								
A.2.1.4.1.1	P-4 PBX/<10 circuits/Dispatch/TN(days)	PBX	21.53	60			17.687			
A.2.1.4.1.2	P-4 PBX/<10 circuits/Non-Dispatch/TN(days)	PBX	4.73	147	23.00	1	10.653	10.68887	-1.7093	NO
A.2.1.4.2.1	P-4 PBX/>=10 circuits/Dispatch/TN(days)	PBX	0.33	1			0.000			
A.2.1.4.2.2	P-4 PBX/>=10 circuits/Non-Dispatch/TN(days)	PBX	0.66	19	3.00	1	0.630	0.64626	-3.6143	NO
A.2.1.5.1.1	P-4 Centrex/<10 circuits/Dispatch/TN(days)	Centrex	8.06	212			13.987			
A.2.1.5.1.2	P-4 Centrex/<10 circuits/Non-Dispatch/TN(days)	Centrex	1.70	555			3.522			
A.2.1.5.2.1	P-4 Centrex/>=10 circuits/Dispatch/TN(days)	Centrex	26.69	13			21.527			
A.2.1.5.2.2	P-4 Centrex/>=10 circuits/Non-Dispatch/TN(days)	Centrex	6.75	25			14.429			
A.2.1.6.1.1	P-4 ISDN/<10 circuits/Dispatch/TN(days)	ISDN	32.09	884			27.737			
A.2.1.6.1.2	P-4 ISDN/<10 circuits/Non-Dispatch/TN(days)	ISDN	2.39	878	2.60	5	6.916	3.10177	-0.0682	YES
A.2.1.6.2.1	P-4 ISDN/>=10 circuits/Dispatch/TN(days)	ISDN	11.00	3			0.000			
A.2.1.6.2.2	P-4 ISDN/>=10 circuits/Non-Dispatch/TN(days)	ISDN	3.54	11			3.523			
Held Orders										
A.2.2.1.1.1	P-1 Residence/<10 circuits/Facility/TN(days)	Res	11.21	149	1.00	1	11.204	11.24174	0.9086	YES
A.2.2.1.1.2	P-1 Residence/<10 circuits/Equipment/TN(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1 Residence/<10 circuits/Other/TN(days)	Res	14.36	14	0.00	0	13.420			YES
A.2.2.1.2.1	P-1 Residence/>=10 circuits/Facility/TN(days)	Res	0.00	0						
A.2.2.1.2.2	P-1 Residence/>=10 circuits/Equipment/TN(days)	Res	0.00	0						
A.2.2.1.2.3	P-1 Residence/>=10 circuits/Other/TN(days)	Res	0.00	0						
A.2.2.2.1.1	P-1 Business/<10 circuits/Facility/TN(days)	Bus	7.05	21	0.00	0	5.792			YES
A.2.2.2.1.2	P-1 Business/<10 circuits/Equipment/TN(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1 Business/<10 circuits/Other/TN(days)	Bus	9.00	3	0.00	0	8.888			YES
A.2.2.2.2.1	P-1 Business/>=10 circuits/Facility/TN(days)	Bus	0.00	0						
A.2.2.2.2.2	P-1 Business/>=10 circuits/Equipment/TN(days)	Bus	0.00	0						
A.2.2.2.2.3	P-1 Business/>=10 circuits/Other/TN(days)	Bus	0.00	0						
A.2.2.3.1.1	P-1 Design (Specials)/<10 circuits/Facility/TN(days)	Design	13.75	8	0.00	0	13.003			YES
A.2.2.3.1.2	P-1 Design (Specials)/<10 circuits/Equipment/TN(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1 Design (Specials)/<10 circuits/Other/TN(days)	Design	73.00	7	21.00	1	63.642	68.03637	0.7643	YES
A.2.2.3.2.1	P-1 Design (Specials)/>=10 circuits/Facility/TN(days)	Design	0.00	0						
A.2.2.3.2.2	P-1 Design (Specials)/>=10 circuits/Equipment/TN(days)	Design	0.00	0						
A.2.2.3.2.3	P-1 Design (Specials)/>=10 circuits/Other/TN(days)	Design	0.00	0						
A.2.2.4.1.1	P-1 PBX/<10 circuits/Facility/TN(days)	PBX	0.00	0	0.00	0				YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN(days)	PBX	0.00	0	0.00	0			YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN(days)	PBX	0.00	0	0.00	0			YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN(days)	PBX	0.00	0	0.00	0			YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN(days)	PBX	0.00	0	0.00	0			YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN(days)	PBX	0.00	0	0.00	0			YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN(days)	Centrex	0.00	0					
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN(days)	Centrex	0.00	0					
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN(days)	Centrex	0.00	0					
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN(days)	Centrex	0.00	0					
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN(days)	Centrex	0.00	0					
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN(days)	Centrex	0.00	0					
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN(days)	ISDN	91.57	14	0.00	0	134.683		YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN(days)	ISDN	0.00	0	0.00	0			YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN(days)	ISDN	14.00	1	0.00	0	0.000		YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN(days)	ISDN	0.00	0					
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN(days)	ISDN	0.00	0					
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN(days)	ISDN	0.00	0					
% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/TN(%)	Res	0.47%	270,761	0.21%	11,535	0.00065	4.0587	YES
A.2.4.2	P-2	Business/TN(%)	Bus	1.73%	20,473	0.58%	344	0.00709	1.6195	YES
A.2.4.3	P-2	Design (Specials)/TN(%)	Design	37.18%	2,020	0.00%	155	0.04028	9.2300	YES
A.2.4.4	P-2	PBX/TN(%)	PBX	4.64%	237	0.00%	1	0.21082	0.2202	YES
A.2.4.5	P-2	Centrex/TN(%)	Centrex	4.10%	804					
A.2.4.6	P-2	ISDN/TN(%)	ISDN	6.40%	1,874	0.00%	5	0.10963	0.5841	YES
% Jeopardies - Non-Mechanized										
A.2.5.1	P-2	Residence/TN(%)	Diagnostic			0.96%	104			Diagnostic
A.2.5.2	P-2	Business/TN(%)	Diagnostic			1.69%	59			Diagnostic
A.2.5.3	P-2	Design (Specials)/TN(%)	Diagnostic			33.33%	3			Diagnostic
A.2.5.4	P-2	PBX/TN(%)	Diagnostic			20.00%	5			Diagnostic
A.2.5.5	P-2	Centrex/TN(%)	Diagnostic							Diagnostic
A.2.5.6	P-2	ISDN/TN(%)	Diagnostic			0.00%	9			Diagnostic
Average Jeopardy Notice Interval - Mechanized										
A.2.7.1	P-2	Residence/TN(hours)	>= 48 hrs			220.00	24			YES
A.2.7.2	P-2	Business/TN(hours)	>= 48 hrs			192.00	2			YES
A.2.7.3	P-2	Design (Specials)/TN(hours)	>= 48 hrs							
A.2.7.4	P-2	PBX/TN(hours)	>= 48 hrs							
A.2.7.5	P-2	Centrex/TN(hours)	>= 48 hrs							
A.2.7.6	P-2	ISDN/TN(hours)	>= 48 hrs							
Average Jeopardy Notice Interval - Non-Mechanized										
A.2.8.1	P-2	Residence/TN(hours)	Diagnostic			24.00	1			Diagnostic
A.2.8.2	P-2	Business/TN(hours)	Diagnostic			120.00	1			Diagnostic
A.2.8.3	P-2	Design (Specials)/TN(hours)	Diagnostic			24.00	1			Diagnostic
A.2.8.4	P-2	PBX/TN(hours)	Diagnostic			672.00	1			Diagnostic
A.2.8.5	P-2	Centrex/TN(hours)	Diagnostic							Diagnostic
A.2.8.6	P-2	ISDN/TN(hours)	Diagnostic							Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized										
A.2.9.1	P-2	Residence/TN(%)	95% >= 48 hrs							
A.2.9.2	P-2	Business/TN(%)	95% >= 48 hrs			100.00%	1			YES
A.2.9.3	P-2	Design (Specials)/TN(%)	95% >= 48 hrs							
A.2.9.4	P-2	PBX/TN(%)	95% >= 48 hrs							
A.2.9.5	P-2	Centrex/TN(%)	95% >= 48 hrs							
A.2.9.6	P-2	ISDN/TN(%)	95% >= 48 hrs							
% Jeopardy Notice >= 48 hours - Non-Mechanized										
A.2.10.1	P-2	Residence/TN(%)	Diagnostic			100.00%	22			Diagnostic
A.2.10.2	P-2	Business/TN(%)	Diagnostic			100.00%	1			Diagnostic
A.2.10.3	P-2	Design (Specials)/TN(%)	Diagnostic							Diagnostic
A.2.10.4	P-2	PBX/TN(%)	Diagnostic							Diagnostic

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A.2.10.5	P-2	Centrex/TN(%)
A.2.10.6	P-2	ISDN/TN(%)

% Missed Installation Appointments

A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN(%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN(%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN(%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN(%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN(%)
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN(%)
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN(%)
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN(%)
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN(%)
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN(%)
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN(%)
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN(%)
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN(%)
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN(%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN(%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN(%)
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN(%)
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN(%)
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN(%)
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN(%)
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN(%)
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN(%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN(%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN(%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN(%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN(%)
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN(%)

Average Completion Notice Interval - Mechanized

A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN(hours)
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN(hours)
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)

Benchmark / Analog

Diagnostic
Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
							Diagnostic
							Diagnostic

10.04%	15,651	5.35%	505		0.01359	3.4529	YES
0.06%	254,591	0.09%	11,193		0.00024	-1.2772	YES
27.78%	18						
3.31%	8,044	2.94%	102		0.01782	0.2052	YES
0.06%	12,264	0.34%	298		0.00140	-1.9888	NO
4.05%	74						
0.00%	2						
4.56%	1,710	0.00%	155		0.01750	2.6062	YES
4.65%	43	0.00%	1		0.21303	0.2183	YES
0.00%	4						
5.00%	60						
1.91%	157	25.00%	4		0.06932	-3.3308	NO
0.00%	1						
0.00%	20	0.00%	2		0.00000		YES
5.58%	215						
0.00%	560						
21.43%	14						
0.00%	27						
2.79%	896	0.00%	3		0.09524	0.2930	YES
0.22%	891	0.00%	11		0.01436	0.1563	YES
0.00%	3						
8.33%	12						

8.64%	15,854	10.00%	510		0.01264	-1.0802	YES
3.38%	264,953	4.07%	10,982		0.00176	-3.9211	NO
0.00%	11						
0.00%	3						
4.28%	8,271	8.93%	112		0.01925	-2.4143	NO
3.76%	14,242	6.19%	307		0.01097	-2.2177	NO
10.00%	80	0.00%	3		0.17642	0.5668	YES
0.00%	13	0.00%	1		0.00000		YES
4.42%	1,990	0.00%	7		0.07784	0.5681	YES
0.13%	753	0.00%	46		0.00553	0.2401	YES
0.00%	6						
0.00%	14	0.00%	1		0.00000		YES
4.08%	49						
0.00%	147	0.00%	7		0.00000		YES
0.00%	29						
1.87%	214						
0.00%	588	0.00%	2		0.00000		YES
12.50%	16						
0.00%	39						
0.00%	730	0.00%	4		0.00000		YES
0.00%	494	0.00%	16		0.00000		YES
0.00%	1						

1.63	11,020	0.14	403	15.877	0.80523	1.8413	YES
1.33	194,005	0.75	9,672	6.525	0.06798	8.4976	YES
0.50	14			0.781			
3.19	3,149	0.32	70	17.454	2.10920	1.3612	YES
1.61	8,574	0.72	151	10.529	0.86435	1.0302	YES

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A.2.14.2.2.1	P-5	Business/>>=10 circuits/Dispatch/TN(hours)
A.2.14.2.2.2	P-5	Business/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.3.1.1	P-5	Design (Specials)<10 circuits/Dispatch/TN(hours)
A.2.14.3.1.2	P-5	Design (Specials)<10 circuits/Non-Dispatch/TN(hours)
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN(hours)
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN(hours)
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.4.2.1	P-5	PBX/>>=10 circuits/Dispatch/TN(hours)
A.2.14.4.2.2	P-5	PBX/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN(hours)
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.5.2.1	P-5	Centrex/>>=10 circuits/Dispatch/TN(hours)
A.2.14.5.2.2	P-5	Centrex/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN(hours)
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.6.2.1	P-5	ISDN/>>=10 circuits/Dispatch/TN(hours)
A.2.14.6.2.2	P-5	ISDN/>>=10 circuits/Non-Dispatch/TN(hours)

Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.1.2	P-5	Residence/>=10 circuits/Dispatch/TN(hours)
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.2.1	P-5	Business/<10 circuits/Dispatch/TN(hours)
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.2.2	P-5	Business/>=10 circuits/Dispatch/TN(hours)
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN(hours)
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN(hours)
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN(hours)
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN(hours)
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN(hours)
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN(hours)
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN(hours)
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN(hours)
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN(hours)

Total Service Order Cycle Time - Mechanized

A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)
A.2.17.1.2	P-10	Residence/>=10 circuits/Dispatch/TN(days)
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN(days)
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN(days)
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN(days)
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN(days)
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Bus	2.95	52			7.818			
Bus	0.42	1			0.000			
Design	117.12	1,194			279.680			
Design	42.83	39			92.099			
Design	18.78	4			13.101			
Design								
PBX	119.27	38			99.454			
PBX	36.14	110	0.00	1	170.794	171.56868	0.2106	YES
PBX								
PBX	0.57	17			0.232			
Centrex	2.56	132			10.117			
Centrex	2.33	347			19.967			
Centrex	0.31	9			0.794			
Centrex	0.60	18			0.254			
ISDN	196.79	488			342.425			
ISDN	6.92	357	150.48	1	56.947	57.02650	-2.5175	NO
ISDN	0.01	3			0.012			
ISDN	0.82	10			0.213			

Diagnostic			23.23	21				Diagnostic
Diagnostic			16.82	34				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			21.49	9				Diagnostic
Diagnostic			15.80	62				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			48.07	4				Diagnostic
Diagnostic			21.50	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			68.87	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			14.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			30.98	8				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

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04/26/2002

BellSouth Monthly State Summary **Tennessee, July 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.3.1.1	P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.3.2.1	P-10 Design (Specials)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10 PBX/<10 circuits/Dispatch/TN(days)	Diagnostic			25.00	1				Diagnostic
A.2.23.4.1.2	P-10 PBX/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.4.2.1	P-10 PBX/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10 Centrex/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10 Centrex/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10 Centrex/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10 ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			5.25	4				Diagnostic
A.2.23.6.2.1	P-10 ISDN/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic

Service Order Accuracy

A.2.25.1.1.1	P-11 Residence/<10 circuits/Dispatch/TN(%)	>= 95%			100.00%	2				YES
A.2.25.1.1.2	P-11 Residence/<10 circuits/Non-Dispatch/TN(%)	>= 95%			86.67%	135				NO
A.2.25.1.2.1	P-11 Residence/>=10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.1.2.2	P-11 Residence/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			0.00%	1				NO
A.2.25.2.1.1	P-11 Business/<10 circuits/Dispatch/TN(%)	>= 95%			57.14%	7				NO
A.2.25.2.1.2	P-11 Business/<10 circuits/Non-Dispatch/TN(%)	>= 95%			86.29%	124				NO
A.2.25.2.2.1	P-11 Business/>=10 circuits/Dispatch/TN(%)	>= 95%			100.00%	1				YES
A.2.25.2.2.2	P-11 Business/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			0.00%	1				NO
A.2.25.3.1.1	P-11 Design (Specials)/<10 circuits/Dispatch/TN(%)	>= 95%			66.67%	3				NO
A.2.25.3.1.2	P-11 Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	1				YES
A.2.25.3.2.1	P-11 Design (Specials)/>=10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.3.2.2	P-11 Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	>= 95%								

Resale - Maintenance and Repair

Missed Repair Appointments

A.3.1.1.1	M&R-1 Residence/Dispatch/TN(%)	Res	8.44%	39,141	5.65%	761		0.01017	2.7385	YES
A.3.1.1.2	M&R-1 Residence/Non-Dispatch/TN(%)	Res	1.55%	21,709	0.92%	218		0.00840	0.7502	YES
A.3.1.2.1	M&R-1 Business/Dispatch/TN(%)	Bus	7.24%	5,884	10.42%	144		0.02186	-1.4533	YES
A.3.1.2.2	M&R-1 Business/Non-Dispatch/TN(%)	Bus	3.28%	2,437	6.82%	44		0.02710	-1.3044	YES
A.3.1.3.1	M&R-1 Design (Specials)/Dispatch/TN(%)	Design	1.42%	1,194	10.00%	10		0.03762	-2.2797	NO
A.3.1.3.2	M&R-1 Design (Specials)/Non-Dispatch/TN(%)	Design	0.49%	1,222	0.00%	3		0.04041	0.1215	YES
A.3.1.4.1	M&R-1 PBX/Dispatch/TN(%)	PBX	26.32%	19	0.00%	1		0.45179	0.5825	YES
A.3.1.4.2	M&R-1 PBX/Non-Dispatch/TN(%)	PBX	6.67%	30	0.00%	1		0.25357	0.2629	YES
A.3.1.5.1	M&R-1 Centrex/Dispatch/TN(%)	Centrex	8.45%	355	0.00%	2		0.19723	0.4285	YES
A.3.1.5.2	M&R-1 Centrex/Non-Dispatch/TN(%)	Centrex	4.29%	233						
A.3.1.6.1	M&R-1 ISDN/Dispatch/TN(%)	ISDN	14.40%	507	20.00%	5		0.15778	-0.3550	YES
A.3.1.6.2	M&R-1 ISDN/Non-Dispatch/TN(%)	ISDN	3.04%	527	0.00%	1		0.17174	0.1768	YES

Customer Trouble Report Rate

A.3.2.1.1	M&R-2 Residence/Dispatch/TN(%)	Res	1.99%	1,963,241	2.06%	36,903		0.00074	-0.9229	YES
A.3.2.1.2	M&R-2 Residence/Non-Dispatch/TN(%)	Res	1.11%	1,963,241	0.59%	36,903		0.00055	9.3216	YES
A.3.2.2.1	M&R-2 Business/Dispatch/TN(%)	Bus	1.22%	481,663	1.28%	11,281		0.00105	-0.5213	YES
A.3.2.2.2	M&R-2 Business/Non-Dispatch/TN(%)	Bus	0.51%	481,663	0.39%	11,281		0.00068	1.7110	YES
A.3.2.3.1	M&R-2 Design (Specials)/Dispatch/TN(%)	Design	0.32%	377,553	0.41%	2,413		0.00115	-0.8548	YES
A.3.2.3.2	M&R-2 Design (Specials)/Non-Dispatch/TN(%)	Design	0.32%	377,553	0.12%	2,413		0.00116	1.7157	YES
A.3.2.4.1	M&R-2 PBX/Dispatch/TN(%)	PBX	0.03%	60,909	0.14%	690		0.00068	-1.6820	NO
A.3.2.4.2	M&R-2 PBX/Non-Dispatch/TN(%)	PBX	0.05%	60,909	0.14%	690		0.00085	-1.1260	YES
A.3.2.5.1	M&R-2 Centrex/Dispatch/TN(%)	Centrex	0.46%	77,371	0.75%	267		0.00415	-0.6989	YES
A.3.2.5.2	M&R-2 Centrex/Non-Dispatch/TN(%)	Centrex	0.30%	77,371	0.00%	267		0.00336	0.8952	YES
A.3.2.6.1	M&R-2 ISDN/Dispatch/TN(%)	ISDN	1.69%	30,084	0.71%	705		0.00495	1.9734	YES
A.3.2.6.2	M&R-2 ISDN/Non-Dispatch/TN(%)	ISDN	1.75%	30,084	0.14%	705		0.00504	3.1925	YES

Maintenance Average Duration

BellSouth Monthly State Summary
Tennessee, July 2001

A.3.3.1.1	M&R-3	Residence/Dispatch/TN(hours)	Res	36.37	39,141	32.27	761	28.776	1.05320	3.8932	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN(hours)	Res	15.96	21,709	8.21	218	20.408	1.38911	5.5766	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN(hours)	Bus	10.96	5,884	12.13	144	14.988	1.26418	-0.9286	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN(hours)	Bus	4.61	2,437	7.23	44	9.179	1.39622	-1.8770	NO
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN(hours)	Design	5.00	1,194	9.91	10	30.498	9.68465	-0.5076	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN(hours)	Design	2.06	1,222	10.06	3	12.967	7.49540	-1.0669	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN(hours)	PBX	31.03	19	23.62	1	44.859	46.02416	0.1610	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN(hours)	PBX	4.97	30	0.07	1	12.436	12.64126	0.3880	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN(hours)	Centrex	9.47	355	4.26	2	10.448	7.40849	0.7029	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN(hours)	Centrex	5.54	233			9.294			
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN(hours)	ISDN	13.86	507	12.97	5	19.711	8.85821	0.1003	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN(hours)	ISDN	3.81	527	6.85	1	8.908	8.91615	-0.3414	YES
% Repeat Troubles within 30 Days											
A.3.4.1.1	M&R-4	Residence/Dispatch/TN(%)	Res	23.38%	39,141	16.69%	761		0.01549	4.3193	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN(%)	Res	20.07%	21,709	14.68%	218		0.02727	1.9790	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN(%)	Bus	17.45%	5,884	11.81%	144		0.03202	1.7643	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN(%)	Bus	14.94%	2,437	15.91%	44		0.05422	-0.1794	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN(%)	Design	42.63%	1,194	40.00%	10		0.15704	0.1675	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN(%)	Design	39.44%	1,222	33.33%	3		0.28251	0.2163	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN(%)	PBX	31.58%	19	100.00%	1		0.47691	-1.4347	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN(%)	PBX	3.33%	30	0.00%	1		0.18247	0.1827	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN(%)	Centrex	16.06%	355	50.00%	2		0.26033	-1.3039	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN(%)	Centrex	17.60%	233						
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN(%)	ISDN	35.70%	507	20.00%	5		0.21532	0.7292	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN(%)	ISDN	34.91%	527	0.00%	1		0.47715	0.7317	YES
Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/TN(%)	Res	52.76%	25,989	47.05%	576		0.02103	2.7143	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN(%)	Res	30.61%	7,881	12.10%	124		0.04171	4.4374	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN(%)	Bus	7.76%	3,466	8.25%	97		0.02754	-0.1766	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN(%)	Bus	2.72%	957	3.13%	32		0.02922	-0.1397	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN(%)	Design	1.42%	1,194	10.00%	10		0.03762	-2.2797	NO
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN(%)	Design	0.49%	1,222	0.00%	3		0.04041	0.1215	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN(%)	PBX	12.50%	8						
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN(%)	PBX	7.69%	13	0.00%	1		0.27653	0.2782	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN(%)	Centrex	11.26%	231	0.00%	2		0.22444	0.5015	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN(%)	Centrex	0.77%	130						
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN(%)	ISDN	14.46%	505	20.00%	5		0.15804	-0.3508	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN(%)	ISDN	3.04%	526	0.00%	1		0.17190	0.1770	YES
Resale - Billing											
Invoice Accuracy											
A.4.1	B-1	TN(%)	BST - State	98.80%	\$197,272,640	99.61%	\$2,283,142		0.00007	-111.8181	YES
Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)	BST - Region	5.04	1	3.47	1,763				YES

BellSouth Monthly State Summary
Tennessee, July 2001

Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

B.1.1.1.1	O-7	Switch Ports/TN(%)
B.1.1.1.2	O-7	Local Interoffice Transport/TN(%)
B.1.1.1.3	O-7	Loop + Port Combinations/TN(%)
B.1.1.1.4	O-7	Combo Other/TN(%)
B.1.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN(%)
B.1.1.1.7	O-7	Line Sharing/TN(%)
B.1.1.1.8	O-7	2W Analog Loop Design/TN(%)
B.1.1.1.9	O-7	2W Analog Loop Non-Design/TN(%)
B.1.1.1.10	O-7	2W Analog Loop w/INP Design/TN(%)
B.1.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)
B.1.1.1.12	O-13	2W Analog Loop w/LNP Design/TN(%)
B.1.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.1.1.14	O-7	Other Design/TN(%)
B.1.1.1.15	O-7	Other Non-Design/TN(%)
B.1.1.1.16	O-7	INP Standalone/TN(%)
B.1.1.1.17	O-13	LNP (Standalone)/TN(%)

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							Diagnostic
							Diagnostic
		13.72%	2,587				Diagnostic
							Diagnostic
		12.90%	217				Diagnostic
		75.00%	16				Diagnostic
		0.00%	1				Diagnostic
		54.07%	172				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		66.67%	3				Diagnostic
							Diagnostic
		27.40%	73				Diagnostic
							Diagnostic
							Diagnostic
		7.53%	93				Diagnostic

% Rejected Service Requests - Partially Mechanized

B.1.2.1	O-7	Switch Ports/TN(%)
B.1.2.2	O-7	Local Interoffice Transport/TN(%)
B.1.2.3	O-7	Loop + Port Combinations/TN(%)
B.1.2.4	O-7	Combo Other/TN(%)
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN(%)
B.1.2.7	O-7	Line Sharing/TN(%)
B.1.2.8	O-7	2W Analog Loop Design/TN(%)
B.1.2.9	O-7	2W Analog Loop Non-Design/TN(%)
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN(%)
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN(%)
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.2.14	O-7	Other Design/TN(%)
B.1.2.15	O-7	Other Non-Design/TN(%)
B.1.2.16	O-7	INP Standalone/TN(%)
B.1.2.17	O-13	LNP (Standalone)/TN(%)

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							Diagnostic
		31.86%	1,952				Diagnostic
							Diagnostic
		2.27%	44				Diagnostic
		16.67%	36				Diagnostic
							Diagnostic
		22.71%	414				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		32.56%	129				Diagnostic
							Diagnostic
		38.24%	34				Diagnostic
							Diagnostic
							Diagnostic
		35.90%	78				Diagnostic

% Rejected Service Requests - Non-Mechanized

B.1.3.1	O-7	Switch Ports/TN(%)
B.1.3.2	O-7	Local Interoffice Transport/TN(%)
B.1.3.3	O-7	Loop + Port Combinations/TN(%)
B.1.3.4	O-7	Combo Other/TN(%)
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN(%)
B.1.3.7	O-7	Line Sharing/TN(%)
B.1.3.8	O-7	2W Analog Loop Design/TN(%)
B.1.3.9	O-7	2W Analog Loop Non-Design/TN(%)
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN(%)
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN(%)
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.3.14	O-7	Other Design/TN(%)
B.1.3.15	O-7	Other Non-Design/TN(%)
B.1.3.16	O-7	INP Standalone/TN(%)
B.1.3.17	O-13	LNP (Standalone)/TN(%)

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		0.00%	2				Diagnostic
		79.48%	268				Diagnostic
							Diagnostic
		18.38%	272				Diagnostic
		7.14%	14				Diagnostic
		8.41%	107				Diagnostic
		5.04%	139				Diagnostic
		47.29%	573				Diagnostic
		30.77%	13				Diagnostic
							Diagnostic
		44.38%	498				Diagnostic
		100.00%	1				Diagnostic
		1.89%	159				Diagnostic
							Diagnostic
		36.29%	609				Diagnostic
		27.32%	626				Diagnostic

Reject Interval - Mechanized

**Benchmark /
Analog**

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		96.06%	355				NO
		96.43%	28				NO
		100.00%	12				YES
		94.62%	93				NO
		100.00%	2				YES
		85.00%	20				NO
		85.71%	7				NO

[illegible][illegible][illegible]

		96.95%	622				YES
		100.00%	1				YES
		100.00%	6				YES
		96.81%	94				YES
		100.00%	42				YES
		84.62%	13				NO
		96.43%	28				YES

>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs

		99.06%	213				YES
		94.00%	50				YES

B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN(%)
B.1.8.7	O-8	Line Sharing/TN(%)
B.1.8.8	O-8	2W Analog Loop Design/TN(%)
B.1.8.9	O-8	2W Analog Loop Non-Design/TN(%)
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN(%)
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN(%)
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN(%)
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.8.14	O-8	Other Design/TN(%)
B.1.8.15	O-8	Other Non-Design/TN(%)
B.1.8.16	O-8	INP Standalone/TN(%)
B.1.8.17	O-14	LNP (Standalone)/TN(%)

B.1.9.1	O-9	Switch Ports/TN(%)
B.1.9.2	O-9	Local Interoffice Transport/TN(%)
B.1.9.3	O-9	Loop + Port Combinations/TN(%)
B.1.9.4	O-9	Combo Other/TN(%)
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.9.7	O-9	Line Sharing/TN(%)
B.1.9.8	O-9	2W Analog Loop Design/TN(%)
B.1.9.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.9.14	O-9	Other Design/TN(%)
B.1.9.15	O-9	Other Non-Design/TN(%)
B.1.9.16	O-9	INP Standalone/TN(%)
B.1.9.17	O-15	LNP Standalone/TN(%)

B.1.10.1	O-9	Switch Ports/TN(%)
B.1.10.2	O-9	Local Interoffice Transport/TN(%)
B.1.10.3	O-9	Loop + Port Combinations/TN(%)
B.1.10.4	O-9	Combo Other/TN(%)
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.10.7	O-9	Line Sharing/TN(%)
B.1.10.8	O-9	2W Analog Loop Design/TN(%)
B.1.10.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.10.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.10.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.10.14	O-9	Other Design/TN(%)
B.1.10.15	O-9	Other Non-Design/TN(%)
B.1.10.16	O-9	INP Standalone/TN(%)
B.1.10.17	O-15	LNP Standalone/TN(%)

B.1.11.1	O-9	Switch Ports/TN(%)
B.1.11.2	O-9	Local Interoffice Transport/TN(%)
B.1.11.3	O-9	Loop + Port Combinations/TN(%)
B.1.11.4	O-9	Combo Other/TN(%)
B.1.11.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.11.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.11.7	O-9	Line Sharing/TN(%)
B.1.11.8	O-9	2W Analog Loop Design/TN(%)
B.1.11.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.11.10	O-9	2W Analog Loop w/INP Design/TN(%)

[illegible]

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	1				YES
		100.00%	9				YES
		100.00%	7				YES
		95.57%	271				YES
		100.00%	4				YES
		96.83%	221				YES
		100.00%	1				YES
		100.00%	3				YES
		96.83%	221				YES
		98.25%	171				YES

[illegible]

		97.72%	1,974				YES
		78.28%	267				NO
		100.00%	1				YES
		100.00%	1				YES
		97.50%	40				YES
		100.00%	2				YES
		100.00%	41				YES
		100.00%	76				YES

This data not applicable after 5-1-2001, see below

[illegible]

		94.20%	1,516				YES
		87.88%	33				YES
		96.77%	31				YES
		97.97%	344				YES

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B.1.11.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.11.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.11.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.11.14	O-9	Other Design/TN(%)
B.1.11.15	O-9	Other Non-Design/TN(%)
B.1.11.16	O-9	INP Standalone/TN(%)
B.1.11.17	O-15	LNP Standalone/TN(%)

FOC Timeliness - Non-Mechanized

B.1.13.1	O-9	Switch Ports/TN(%)
B.1.13.2	O-9	Local Interoffice Transport/TN(%)
B.1.13.3	O-9	Loop + Port Combinations/TN(%)
B.1.13.4	O-9	Combo Other/TN(%)
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.13.7	O-9	Line Sharing/TN(%)
B.1.13.8	O-9	2W Analog Loop Design/TN(%)
B.1.13.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.13.14	O-9	Other Design/TN(%)
B.1.13.15	O-9	Other Non-Design/TN(%)
B.1.13.16	O-9	INP Standalone/TN(%)
B.1.13.17	O-15	LNP Standalone/TN(%)

FOC & Reject Response Completeness - Mechanized

B.1.14.1	O-11	Switch Ports/TN(%)
B.1.14.2	O-11	Local Interoffice Transport/TN(%)
B.1.14.3	O-11	Loop + Port Combinations/TN(%)
B.1.14.4	O-11	Combo Other/TN(%)
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/TN(%)
B.1.14.7	O-11	Line Sharing/TN(%)
B.1.14.8	O-11	2W Analog Loop Design/TN(%)
B.1.14.9	O-11	2W Analog Loop Non-Design/TN(%)
B.1.14.10	O-11	2W Analog Loop w/INP Design/TN(%)
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.14.14	O-11	Other Design/TN(%)
B.1.14.15	O-11	Other Non-Design/TN(%)
B.1.14.16	O-11	INP Standalone/TN(%)
B.1.14.17	O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness - Partially Mechanized

B.1.15.1	O-11	Switch Ports/TN(%)
B.1.15.2	O-11	Local Interoffice Transport/TN(%)
B.1.15.3	O-11	Loop + Port Combinations/TN(%)
B.1.15.4	O-11	Combo Other/TN(%)
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/TN(%)
B.1.15.7	O-11	Line Sharing/TN(%)
B.1.15.8	O-11	2W Analog Loop Design/TN(%)
B.1.15.9	O-11	2W Analog Loop Non-Design/TN(%)
B.1.15.10	O-11	2W Analog Loop w/INP Design/TN(%)
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)
B.1.15.12	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.15.14	O-11	Other Design/TN(%)
B.1.15.15	O-11	Other Non-Design/TN(%)

Benchmark / Analog

>= 85% w in 18 hrs
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		99.00%	100				YES
		96.43%	28				YES
		92.65%	68				YES

		94.74%	38				YES
		99.57%	230				YES
		100.00%	12				YES
		100.00%	92				YES
		100.00%	120				YES
		99.43%	350				YES
		90.00%	10				YES
		94.64%	261				YES
		100.00%	1				YES
		100.00%	139				YES
		96.46%	424				YES

		90.18%	2,587				NO
		89.21%	241				NO
		81.25%	16				NO
		100.00%	1				YES
		77.33%	172				NO
		100.00%	42				YES
		82.19%	73				NO
		100.00%	30				YES

		100.00%	1,952				YES
		51.28%	39				NO
		100.00%	36				YES
		100.00%	414				YES
		100.00%	90				YES
		100.00%	34				YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.16	O-11 INP Standalone/TN(%)	>= 95%								
B.1.15.17	O-11 LNP Standalone/TN(%)	>= 95%			100.00%	141				YES
FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11 Switch Ports/TN(%)	>= 95%								
B.1.16.2	O-11 Local Interoffice Transport/TN(%)	>= 95%								
B.1.16.3	O-11 Loop + Port Combinations/TN(%)	>= 95%			96.45%	282				YES
B.1.16.4	O-11 Combo Other/TN(%)	>= 95%								
B.1.16.5	O-11 xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			57.14%	7				NO
B.1.16.6	O-11 ISDN Loop (UDN, UDC)/TN(%)	>= 95%			100.00%	15				YES
B.1.16.7	O-11 Line Sharing/TN(%)	>= 95%			98.17%	109				YES
B.1.16.8	O-11 2W Analog Loop Design/TN(%)	>= 95%			99.28%	138				YES
B.1.16.9	O-11 2W Analog Loop Non-Design/TN(%)	>= 95%			93.22%	856				NO
B.1.16.10	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%			71.43%	7				NO
B.1.16.11	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.16.12	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	332				YES
B.1.16.13	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%			100.00%	1				YES
B.1.16.14	O-11 Other Design/TN(%)	>= 95%			100.00%	146				YES
B.1.16.15	O-11 Other Non-Design/TN(%)	>= 95%								
B.1.16.16	O-11 INP Standalone/TN(%)	>= 95%								
B.1.16.17	O-11 LNP Standalone/TN(%)	>= 95%			100.00%	519				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1	O-11 Switch Ports/TN(%)	>= 95%								
B.1.17.2	O-11 Local Interoffice Transport/TN(%)	>= 95%								
B.1.17.3	O-11 Loop + Port Combinations/TN(%)	>= 95%			100.00%	2,333				YES
B.1.17.4	O-11 Combo Other/TN(%)	>= 95%								
B.1.17.5	O-11 xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			95.81%	215				YES
B.1.17.6	O-11 ISDN Loop (UDN, UDC)/TN(%)	>= 95%			100.00%	13				YES
B.1.17.7	O-11 Line Sharing/TN(%)	>= 95%			100.00%	1				YES
B.1.17.8	O-11 2W Analog Loop Design/TN(%)	>= 95%			100.00%	133				YES
B.1.17.9	O-11 2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.17.10	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%								
B.1.17.11	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.17.12	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	42				YES
B.1.17.13	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.17.14	O-11 Other Design/TN(%)	>= 95%			100.00%	60				YES
B.1.17.15	O-11 Other Non-Design/TN(%)	>= 95%								
B.1.17.16	O-11 INP Standalone/TN(%)	>= 95%								
B.1.17.17	O-11 LNP Standalone/TN(%)	>= 95%			100.00%	30				YES
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1	O-11 Switch Ports/TN(%)	>= 95%								
B.1.18.2	O-11 Local Interoffice Transport/TN(%)	>= 95%								
B.1.18.3	O-11 Loop + Port Combinations/TN(%)	>= 95%			91.24%	1,952				NO
B.1.18.4	O-11 Combo Other/TN(%)	>= 95%								
B.1.18.5	O-11 xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			85.00%	20				NO
B.1.18.6	O-11 ISDN Loop (UDN, UDC)/TN(%)	>= 95%			97.22%	36				YES
B.1.18.7	O-11 Line Sharing/TN(%)	>= 95%								
B.1.18.8	O-11 2W Analog Loop Design/TN(%)	>= 95%			95.89%	414				YES
B.1.18.9	O-11 2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.18.10	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%								
B.1.18.11	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.18.12	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	90				YES
B.1.18.13	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.18.14	O-11 Other Design/TN(%)	>= 95%			76.47%	34				NO
B.1.18.15	O-11 Other Non-Design/TN(%)	>= 95%								
B.1.18.16	O-11 INP Standalone/TN(%)	>= 95%								
B.1.18.17	O-11 LNP Standalone/TN(%)	>= 95%			100.00%	141				YES
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11 Switch Ports/TN(%)	>= 95%								

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.19.2	O-11 Local Interoffice Transport/TN(%)	>= 95%								
B.1.19.3	O-11 Loop + Port Combinations/TN(%)	>= 95%			95.59%	272				YES
B.1.19.4	O-11 Combo Other/TN(%)	>= 95%								
B.1.19.5	O-11 xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			100.00%	4				YES
B.1.19.6	O-11 ISDN Loop (UDN, UDC)/TN(%)	>= 95%			93.33%	15				NO
B.1.19.7	O-11 Line Sharing/TN(%)	>= 95%			92.52%	107				NO
B.1.19.8	O-11 2W Analog Loop Design/TN(%)	>= 95%			81.02%	137				NO
B.1.19.9	O-11 2W Analog Loop Non-Design/TN(%)	>= 95%			90.35%	798				NO
B.1.19.10	O-11 2W Analog Loop w/INP Design/TN(%)	>= 95%			100.00%	5				YES
B.1.19.11	O-11 2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.19.12	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	332				YES
B.1.19.13	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%			100.00%	1				YES
B.1.19.14	O-11 Other Design/TN(%)	>= 95%			84.25%	146				NO
B.1.19.15	O-11 Other Non-Design/TN(%)	>= 95%								
B.1.19.16	O-11 INP Standalone/TN(%)	>= 95%								
B.1.19.17	O-11 LNP Standalone/TN(%)	>= 95%			100.00%	519				YES

Unbundled Network Elements - Provisioning

Order Completion Interval

B.2.1.1.1.1	P-4 Switch Ports/<10 circuits/Dispatch/TN(days)	R&B (POTS)	5.28	20,967			6.041			
B.2.1.1.1.2	P-4 Switch Ports/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.94	253,591			1.358			
B.2.1.1.2.1	P-4 Switch Ports/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	13.22	81			16.237			
B.2.1.1.2.2	P-4 Switch Ports/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	1.17	2			1.181			
B.2.1.2.1.1	P-4 Local Interoffice Transport/<10 circuits/Dispatch/TN(days)	DS1/DS3			9.00	2				
B.2.1.2.1.2	P-4 Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)	DS1/DS3								
B.2.1.2.2.1	P-4 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)	DS1/DS3								
B.2.1.2.2.2	P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)	DS1/DS3								
B.2.1.3.1.1	P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days)	R&B	5.29	21,223	3.01	131	6.173	0.54103	4.2138	YES
B.2.1.3.1.2	P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	R&B	0.94	254,627	0.88	2,304	1.370	0.02868	2.2029	YES
B.2.1.3.1.3	P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days)	R&B	0.34	111,772	0.34	1,184	0.340	0.00993	-0.4463	YES
B.2.1.3.1.4	P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days)	R&B	1.62	119,995	1.44	1,120	1.735	0.05208	3.3564	YES
B.2.1.3.2.1	P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	R&B	14.93	95	1.00	1	17.535	17.62685	0.7901	YES
B.2.1.3.2.2	P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)	R&B	3.91	47	1.33	3	10.869	6.47245	0.3986	YES
B.2.1.3.2.3	P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days)	R&B	0.33	27			0.000			
B.2.1.3.2.4	P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)	R&B	8.75	20	1.33	3	15.593	9.65430	0.7682	YES
B.2.1.4.1.1	P-4 Combo Other/<10 circuits/Dispatch/TN(days)	R&B&D - Disp	7.50	23,825			12.004			
B.2.1.4.1.4	P-4 Combo Other/<10 circuits/Dispatch In/TN(days)	R&B&D - Disp								
B.2.1.4.2.1	P-4 Combo Other/>=10 circuits/Dispatch/TN(days)	R&B&D - Disp	14.56	102			16.996			
B.2.1.4.2.4	P-4 Combo Other/>=10 circuits/Dispatch In/TN(days)	R&B&D - Disp								
B.2.1.5.3.1	P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days)	ADSL to Retail	3.79	367	4.61	176	5.605	0.51392	-1.5956	YES
B.2.1.5.3.2	P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN(days)	ADSL to Retail	2.74	115			1.516			
B.2.1.5.4.1	P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)	ADSL to Retail								
B.2.1.5.4.2	P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.5.5.1	P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days)	ADSL to Retail								
B.2.1.5.5.2	P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.6.3.1	P-4 UNE ISDN/<6 circuits/Dispatch/TN(days)	ISDN - BRI	14.09	391	11.44	62	18.167	2.48334	1.0671	YES
B.2.1.6.3.2	P-4 UNE ISDN/<6 circuits/Non-Dispatch/TN(days)	ISDN - BRI	1.73	387			3.026			
B.2.1.6.4.1	P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days)	ISDN - BRI	11.00	3			0.000			
B.2.1.6.4.2	P-4 UNE ISDN/6-13 circuits/Non-Dispatch/TN(days)	ISDN - BRI	0.33	2			0.000			
B.2.1.6.5.1	P-4 UNE ISDN/>=14 circuits/Dispatch/TN(days)	ISDN - BRI								
B.2.1.6.5.2	P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days)	ISDN - BRI								
B.2.1.7.3.1	P-4 Line Sharing/<6 circuits/Dispatch/TN(days)	ADSL to Retail	3.79	367			5.605			
B.2.1.7.3.2	P-4 Line Sharing/<6 circuits/Non-Dispatch/TN(days)	ADSL to Retail	2.74	115	3.63	57	1.516	0.24564	-3.6233	NO
B.2.1.7.4.1	P-4 Line Sharing/6-13 circuits/Dispatch/TN(days)	ADSL to Retail								
B.2.1.7.4.2	P-4 Line Sharing/6-13 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.7.5.1	P-4 Line Sharing/>=14 circuits/Dispatch/TN(days)	ADSL to Retail								
B.2.1.7.5.2	P-4 Line Sharing/>=14 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.8.1.1	P-4 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)	R&B - Disp	5.29	21,223	4.85	130	6.173	0.54309	0.8114	YES
B.2.1.8.1.2	P-4 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	5.29	21,223			6.173			

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B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN(days)
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN(days)
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)

Order Completion Interval within X days

B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN(days)
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN(days)

Held Orders

B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN(days)
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN(days)
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN(days)
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN(days)
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN(days)
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN(days)
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN(days)
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN(days)
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN(days)

Benchmark / Analog

R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
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R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

14 days
7 days

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
14.93	95			17.535			
14.93	95			17.535			
5.28	20,964			6.041			
1.61	119,453			1.723			
13.22	81			16.237			
2.00	1			0.000			
5.29	21,223			6.173			
5.29	21,223			6.173			
14.93	95			17.535			
14.93	95			17.535			
5.28	20,964			6.041			
1.61	119,453			1.723			
13.22	81			16.237			
2.00	1			0.000			
5.29	21,223	4.97	148	6.173	0.50921	0.6373	YES
5.29	21,223			6.173			
14.93	95			17.535			
14.93	95			17.535			
5.28	20,964			6.041			
1.61	119,453			1.723			
13.22	81			16.237			
2.00	1			0.000			
25.44	2,605	8.85	11	25.422	7.68110	2.1597	YES
4.02	587			9.077			
9.57	7			3.780			
3.87	10			3.540			
5.29	21,223	6.07	30	6.173	1.12788	-0.6846	YES
0.94	254,627	0.33	1	1.370	1.37040	0.4444	YES
14.93	95			17.535			
3.91	47			10.869			
5.28	20,967			6.041			
0.94	253,591	0.33	1	1.358	1.35760	0.4465	YES
13.22	81			16.237			
1.17	2			1.181			
5.28	20,967	6.00	1	6.041	6.04154	-0.1197	YES
0.94	253,591	0.54	333	1.358	0.07444	5.3213	YES
13.22	81	0.33	1	16.237	16.33732	0.7889	YES
1.17	2	0.33	7	1.181	0.94683	0.8819	YES
18.43	426	6.86	188	12.373	1.08335	10.6742	YES
9.76	126			10.795			
14.80	138	6.26	116	14.216	1.79066	4.7723	YES
5.91	43			5.714			

		4.61	176				YES
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10.70	170			10.761			
0.00	0						
13.41	17			12.674			
0.00	0						
0.00	0						
0.00	0						
		0.00	0				
		0.00	0				
		0.00	0				

B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN(days)	DS1/ DS3 - Interoffice									
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN(days)	DS1/ DS3 - Interoffice									
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN(days)	DS1/ DS3 - Interoffice									
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN(days)	R&B	10.70	170	0.00	0	10.761				YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN(days)	R&B	0.00	0	0.00	0					YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN(days)	R&B	13.41	17	0.00	0	12.674				YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN(days)	R&B	0.00	0	0.00	0					YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN(days)	R&B	0.00	0	0.00	0					YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN(days)	R&B	0.00	0	0.00	0					YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN(days)	R&B&D - Disp	16.72	192			42.366				
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN(days)	R&B&D - Disp	0.00	0							
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN(days)	R&B&D - Disp	31.17	24			43.784				
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN(days)	R&B&D - Disp	0.00	0							
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN(days)	R&B&D - Disp	0.00	0							
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN(days)	R&B&D - Disp	0.00	0							
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN(days)	ADSL to Retail	28.71	24	0.00	0	22.402				YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN(days)	ADSL to Retail	0.00	0	0.00	0					YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN(days)	ADSL to Retail	7.00	3	0.00	0	1.732				YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN(days)	ADSL to Retail	0.00	0	0.00	0					YES
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN(days)	ADSL to Retail	0.00	0	0.00	0					YES
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN(days)	ADSL to Retail	0.00	0	0.00	0					YES
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN(days)	ISDN - BRI	68.67	12	0.00	0	91.151				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN(days)	ISDN - BRI	0.00	0	0.00	0					YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN(days)	ISDN - BRI	0.00	0	0.00	0					YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN(days)	ISDN - BRI	0.00	0							
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN(days)	ISDN - BRI	0.00	0							
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN(days)	ISDN - BRI	0.00	0							
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN(days)	ADSL to Retail	28.71	24	0.00	0	22.402				YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN(days)	ADSL to Retail	0.00	0	0.00	0					YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN(days)	ADSL to Retail	7.00	3	0.00	0	1.732				YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN(days)	ADSL to Retail	0.00	0							
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN(days)	ADSL to Retail	0.00	0							
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN(days)	ADSL to Retail	0.00	0							
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN(days)	R&B - Disp	10.70	170	0.00	0	10.761				YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0	0.00	0					YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN(days)	R&B - Disp	13.41	17	5.00	1	12.897	13.27080	0.6339		YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN(days)	R&B - Disp	0.00	0							
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0							
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN(days)	R&B - Disp	0.00	0							
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	10.70	170			10.761				
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0							
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	13.41	17			12.674				
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	0.00	0							
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0							
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	0.00	0							
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN(days)	R&B - Disp	10.70	170	0.00	0	10.761				YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0	0.00	0					YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN(days)	R&B - Disp	13.41	17	0.00	0	12.897				YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN(days)	R&B - Disp	0.00	0							
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0							
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN(days)	R&B - Disp	0.00	0							
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	10.70	170			10.761				
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0							
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	13.41	17			12.674				
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	0.00	0							
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0							
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	0.00	0							
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN(days)	R&B - Disp	10.70	170	0.00	0	10.761				YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0	0.00	0					YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN(days)	R&B - Disp	13.41	17	0.00	0	12.897				YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN(days)	R&B - Disp	0.00	0							

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B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN(days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN(days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN(days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN(days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN(days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN(days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN(days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN(days)
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN(days)
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN(days)
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN(days)
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN(days)
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN(days)
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN(days)
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN(days)
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN(days)
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN(days)
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN(days)
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN(days)
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN(days)
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN(days)
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN(days)
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN(days)
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN(days)
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN(days)
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN(days)
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN(days)
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN(days)
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN(days)
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN(days)
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN(days)
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN(days)
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN(days)
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN(days)
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN(days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN(days)
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN(days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN(days)
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN(days)
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN(days)
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN(days)
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN(days)
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN(days)
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN(days)

% Jeopardies - Mechanized

B.2.5.1	P-2	Switch Ports/TN(%)
B.2.5.2	P-2	Local Interoffice Transport/TN(%)
B.2.5.3	P-2	Loop + Port Combinations/TN(%)
B.2.5.4	P-2	Combo Other/TN(%)
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.5.6	P-2	UNE ISDN/TN(%)
B.2.5.7	P-2	Line Sharing/TN(%)
B.2.5.8	P-2	2W Analog Loop Design/TN(%)
B.2.5.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN(%)
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.5.14	P-2	Other Design/TN(%)
B.2.5.15	P-2	Other Non-Design/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B (POTS) excl SB Or	10.70	170			10.761			
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	13.41	17			12.674			
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
Design	63.27	22	0.00	0	112.932			YES
Design	0.00	0	0.00	0				YES
Design	65.63	8	0.00	0	62.505			YES
Design	0.00	0						
Design	0.00	0						
Design	0.00	0						
R&B	10.70	170	1.00	1	10.761	10.79250	0.8988	YES
R&B	0.00	0	0.00	0				YES
R&B	13.41	17	0.00	0	12.674			YES
R&B	0.00	0						
R&B	0.00	0						
R&B	0.00	0						
R&B (POTS)	10.70	170	0.00	0	10.761			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	13.41	17	0.00	0	12.674			YES
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	10.70	170	0.00	0	10.761			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	13.41	17	0.00	0	12.674			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
Digital Loop < DS1	6.50	2	0.00	0	0.707			YES
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop < DS1	2.00	1	0.00	0	0.000			YES
Digital Loop < DS1			0.00	0				
Digital Loop < DS1			0.00	0				
Digital Loop < DS1			0.00	0				
Digital Loop >= DS1	41.14	7	0.00	0	68.097			YES
Digital Loop >= DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	1.00	2	2.00	1	0.000	0.00000		NO
Digital Loop >= DS1								
Digital Loop >= DS1								

R&B (POTS)	0.56%	291,234						
DS1/ DS3 - Interoffice								
R&B	0.57%	292,602	0.23%	3,433		0.00129	2.6058	YES
R&B&D - Disp	4.97%	51,236						
ADSL to Retail	13.51%	3,907	4.96%	141		0.02931	2.9174	YES
ISDN - BRI	11.76%	825	14.29%	14		0.08681	-0.2912	YES
ADSL to Retail	13.51%	3,907	0.00%	59		0.04484	3.0137	YES
R&B - Disp	0.57%	292,602	7.25%	69		0.00906	-7.3679	NO
R&B (POTS) excl SB Or	0.91%	179,848						
R&B - Disp	0.57%	292,602						
R&B (POTS) excl SB Or	0.91%	179,848						
R&B - Disp	0.57%	292,602	0.00%	433		0.00362	1.5740	YES
R&B (POTS) excl SB Or	0.91%	179,848						
Design	24.73%	3,567	0.00%	6		0.17628	1.4027	YES
R&B	0.57%	292,602	15.79%	19		0.01727	-8.8142	NO

B.2.5.16	P-2	INP (Standalone)/TN(%)
B.2.5.17	P-2	LNP (Standalone)/TN(%)
B.2.5.18	P-2	Digital Loop < DS1/TN(%)
B.2.5.19	P-2	Digital Loop >= DS1/TN(%)

B.2.6.1	P-2	Switch Ports/TN(%)
B.2.6.2	P-2	Local Interoffice Transport/TN(%)
B.2.6.3	P-2	Loop + Port Combinations/TN(%)
B.2.6.4	P-2	Combo Other/TN(%)
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.6.6	P-2	UNE ISDN/TN(%)
B.2.6.7	P-2	Line Sharing/TN(%)
B.2.6.8	P-2	2W Analog Loop Design/TN(%)
B.2.6.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN(%)
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.6.14	P-2	Other Design/TN(%)
B.2.6.15	P-2	Other Non-Design/TN(%)
B.2.6.16	P-2	INP (Standalone)/TN(%)
B.2.6.17	P-2	LNP (Standalone)/TN(%)
B.2.6.18	P-2	Digital Loop < DS1/TN(%)
B.2.6.19	P-2	Digital Loop >= DS1/TN(%)

B.2.8.1	P-2	Switch Ports/TN(hours)
B.2.8.2	P-2	Local Interoffice Transport/TN(hours)
B.2.8.3	P-2	Loop + Port Combinations/TN(hours)
B.2.8.4	P-2	Combo Other/TN(hours)
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)
B.2.8.6	P-2	UNE ISDN/TN(hours)
B.2.8.7	P-2	Line Sharing/TN(hours)
B.2.8.8	P-2	2W Analog Loop Design/TN(hours)
B.2.8.9	P-2	2W Analog Loop Non-Design/TN(hours)
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN(hours)
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN(hours)
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN(hours)
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)
B.2.8.14	P-2	Other Design/TN(hours)
B.2.8.15	P-2	Other Non-Design/TN(hours)
B.2.8.16	P-2	INP (Standalone)/TN(hours)
B.2.8.17	P-2	LNP (Standalone)/TN(hours)
B.2.8.18	P-2	Digital Loop < DS1/TN(hours)
B.2.8.19	P-2	Digital Loop >= DS1/TN(hours)

B.2.9.1	P-2	Switch Ports/TN(hours)
B.2.9.2	P-2	Local Interoffice Transport/TN(hours)
B.2.9.3	P-2	Loop + Port Combinations/TN(hours)
B.2.9.4	P-2	Combo Other/TN(hours)
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)
B.2.9.6	P-2	UNE ISDN/TN(hours)
B.2.9.7	P-2	Line Sharing/TN(hours)
B.2.9.8	P-2	2W Analog Loop Design/TN(hours)
B.2.9.9	P-2	2W Analog Loop Non-Design/TN(hours)
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN(hours)
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN(hours)
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN(hours)
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)
B.2.9.14	P-2	Other Design/TN(hours)

R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.56%	291,234						
0.56%	291,234	0.00%	245		0.00477	1.1752	YES
17.08%	521	8.05%	87		0.04359	2.0731	YES
57.48%	214	59.26%	54		0.07529	-0.2368	YES

[illegible]

							Diagnostic
		0.00%	2				Diagnostic
		0.00%	63				Diagnostic
							Diagnostic
		8.74%	183				Diagnostic
		28.05%	82				Diagnostic
		0.00%	3				Diagnostic
		13.57%	199				Diagnostic
							Diagnostic
		0.00%	1				Diagnostic
							Diagnostic
		1.00%	719				Diagnostic
		0.00%	2				Diagnostic
		9.09%	11				Diagnostic
		11.76%	17				Diagnostic
		0.00%	1				Diagnostic
		0.00%	640				Diagnostic
		15.58%	231				Diagnostic
		71.79%	156				Diagnostic

[illegible]

		252.00	8				YES
		222.86	7				YES
		396.00	2				YES
		360.00	5				YES
		149.88	1				YES
		192.00	3				YES
		308.57	7				YES
		309.75	32				YES

[illegible][illegible]

BellSouth Monthly State Summary

Tennessee, July 2001

B.2.9.15	P-2	Other Non-Design/TN(hours)
B.2.9.16	P-2	INP (Standalone)/TN(hours)
B.2.9.17	P-2	LNP (Standalone)/TN(hours)
B.2.9.18	P-2	Digital Loop < DS1/TN(hours)
B.2.9.19	P-2	Digital Loop >= DS1/TN(hours)

% Jeopardy Notice >= 48 hours - Mechanized

B.2.10.1	P-2	Switch Ports/TN(%)
B.2.10.2	P-2	Local Interoffice Transport/TN(%)
B.2.10.3	P-2	Loop + Port Combinations/TN(%)
B.2.10.4	P-2	Combo Other/TN(%)
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.10.6	P-2	UNE ISDN/TN(%)
B.2.10.7	P-2	Line Sharing/TN(%)
B.2.10.8	P-2	2W Analog Loop Design/TN(%)
B.2.10.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.10.10	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.10.11	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.10.14	P-2	Other Design/TN(%)
B.2.10.15	P-2	Other Non-Design/TN(%)
B.2.10.16	P-2	INP (Standalone)/TN(%)
B.2.10.17	P-2	LNP (Standalone)/TN(%)
B.2.10.18	P-2	Digital Loop < DS1/TN(%)
B.2.10.19	P-2	Digital Loop >= DS1/TN(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	P-2	Switch Ports/TN(%)
B.2.11.2	P-2	Local Interoffice Transport/TN(%)
B.2.11.3	P-2	Loop + Port Combinations/TN(%)
B.2.11.4	P-2	Combo Other/TN(%)
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.11.6	P-2	UNE ISDN/TN(%)
B.2.11.7	P-2	Line Sharing/TN(%)
B.2.11.8	P-2	2W Analog Loop Design/TN(%)
B.2.11.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.11.10	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.11.11	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.11.14	P-2	Other Design/TN(%)
B.2.11.15	P-2	Other Non-Design/TN(%)
B.2.11.16	P-2	INP (Standalone)/TN(%)
B.2.11.17	P-2	LNP (Standalone)/TN(%)
B.2.11.18	P-2	Digital Loop < DS1/TN(%)
B.2.11.19	P-2	Digital Loop >= DS1/TN(%)

Coordinated Customers Conversions

B.2.12.1	P-7	Loops with INP/TN(%)
B.2.12.2	P-7	Loops with LNP/TN(%)

% Hot Cuts > 15 minutes Early

B.2.13.1	P-7A	Time-Specific SL1/TN(%)
B.2.13.2	P-7A	Time-Specific SL2/TN(%)
B.2.13.3	P-7A	Non-Time Specific SL1/TN(%)
B.2.13.4	P-7A	Non-Time Specific SL2/TN(%)

Hot Cut Timeliness

B.2.14.1	P-7A	Time-Specific SL1/TN(%)
B.2.14.2	P-7A	Time-Specific SL2/TN(%)
B.2.14.3	P-7A	Non-Time Specific SL1/TN(%)
B.2.14.4	P-7A	Non-Time Specific SL2/TN(%)

Benchmark / Analog

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

95% >= 48 hrs

95% >= 48 hrs

95% >= 48 hrs

95% >= 48 hrs

95% >= 48 hrs

95% >= 48 hrs

95% >= 48 hrs

95% >= 48 hrs

95% >= 48 hrs

95% >= 48 hrs

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>= 95% w in 15 min

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<= 5%

<= 5%

<= 5%

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<= 5%

<= 5%

<= 5%

<= 5%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		24.00	2				Diagnostic
							Diagnostic
							Diagnostic
		280.67	36				Diagnostic
		189.86	112				Diagnostic

		100.00%	4				YES
		0.00%	1				NO
		87.50%	8				NO

							Diagnostic
							Diagnostic
		100.00%	1				Diagnostic
							Diagnostic
		83.33%	6				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		86.00%	7				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		100.00%	28				Diagnostic

		99.14%	810				YES

		0.83%	241				YES
		1.89%	53				YES

		95.85%	241				YES
		96.23%	53				YES

BellSouth Monthly State Summary

Tennessee, July 2001

Tennessee, July 2021		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/TN(%)	<= 5%							
B.2.15.2	P-7A	Time-Specific SL2/TN(%)			3.32%	241				YES
B.2.15.3	P-7A	Non-Time Specific SL1/TN(%)								
B.2.15.4	P-7A	Non-Time Specific SL2/TN(%)			1.89%	53				YES
Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/TN(time units)	Diagnostic							Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN(time units)	Diagnostic		1127.75	4				Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN(%)	<= 5%		3.86%	881				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN(%)								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN(%)								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN(%)								
% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.75%	23,695					
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.06%	266,855					
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.70%	92					
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	2					
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)	DS1/DS3			0.00%	2			
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(%)	DS1/DS3							
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN(%)	DS1/DS3							
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(%)	DS1/DS3							
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN(%)	R&B	7.72%	23,955	4.41%	204	0.01877	1.7622	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)	R&B	0.06%	267,915	0.09%	3,261	0.00043	-0.7609	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)	R&B	0.00%	111,846	0.00%	1,202	0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)	R&B	0.12%	133,201	0.15%	2,059	0.00077	-0.3434	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)	R&B	10.28%	107	50.00%	2	0.21675	-1.8325	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	50	0.00%	4	0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)	R&B	0.00%	28					
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)	R&B	0.00%	22	0.00%	4	0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN(%)	R&B&D - Disp	7.36%	26,573					
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN(%)	R&B&D - Disp							
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN(%)	R&B&D - Disp	9.65%	114					
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN(%)	R&B&D - Disp							
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)	ADSL to Retail	5.97%	3,805	2.20%	318	0.01383	2.7228	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	0.00%	131					
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	0.00%	6	0.00%	1	0.00000		YES
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)	ADSL to Retail							
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN(%)	ISDN - BRI	5.96%	403	14.29%	91	0.02747	-3.0329	NO
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.50%	401					
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN(%)	ISDN - BRI	0.00%	3					
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.00%	1					
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN(%)	ADSL to Retail	5.97%	3,805					
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	0.00%	131	0.00%	62	0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	0.00%	6					
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)	ADSL to Retail							
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	7.72%	23,955	3.05%	262	0.01658	2.8141	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.72%	23,955					
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	10.28%	107					
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	10.28%	107					
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	7.75%	23,692					
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.12%	132,641					
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	8.70%	92					
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.00%	1					
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	7.72%	23,955	0.00%	1	0.26689	0.2892	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.72%	23,955					
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	10.28%	107					
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	10.28%	107					

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B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN(%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN(%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN(%)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN(%)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN(%)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(%)
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN(%)
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN(%)
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN(%)
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN(%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN(%)
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN(%)
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS) excl SB Or	7.75%	23,692						
R&B (POTS) excl SB Or	0.12%	132,641						
R&B (POTS) excl SB Or	8.70%	92						
R&B (POTS) excl SB Or	0.00%	1						
R&B - Disp	7.72%	23,955	0.63%	316		0.01511	4.6907	YES
R&B - Disp	7.72%	23,955						
R&B - Disp	10.28%	107						
R&B - Disp	10.28%	107						
R&B (POTS) excl SB Or	7.75%	23,692						
R&B (POTS) excl SB Or	0.12%	132,641						
R&B (POTS) excl SB Or	8.70%	92						
R&B (POTS) excl SB Or	0.00%	1						
Design	4.04%	2,621	0.00%	16		0.04940	0.8187	YES
Design	1.02%	591						
Design	0.00%	7						
Design	9.09%	11						
R&B	7.72%	23,955	6.25%	32		0.04721	0.3111	YES
R&B	0.06%	267,915	0.00%	1		0.02435	0.0244	YES
R&B	10.28%	107						
R&B	0.00%	50						
R&B (POTS)	7.75%	23,695						
R&B (POTS)	0.06%	266,855	0.00%	1		0.02433	0.0243	YES
R&B (POTS)	8.70%	92						
R&B (POTS)	0.00%	2						
R&B (POTS)	7.75%	23,695	0.00%	1		0.26743	0.2899	YES
R&B (POTS)	0.06%	266,855	0.57%	353		0.00130	-3.9426	NO
R&B (POTS)	8.70%	92	0.00%	1		0.28330	0.3069	YES
R&B (POTS)	0.00%	2	0.00%	8		0.00000		YES
Digital Loop < DS1	10.56%	426	5.14%	311		0.02292	2.3637	YES
Digital Loop < DS1	0.00%	126						
Digital Loop < DS1			0.00%	1				
Digital Loop < DS1								
Digital Loop >= DS1	8.57%	140	11.71%	205		0.03069	-1.0217	YES
Digital Loop >= DS1	4.55%	44						
Digital Loop >= DS1								
Digital Loop >= DS1								

R&B (POTS)	7.14%	24,125						
R&B (POTS)	3.40%	279,195						
R&B (POTS)	8.79%	91						
R&B (POTS)	0.00%	16						
DS1/DS3			33.33%	3				
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	7.10%	24,363	7.98%	188		0.01880	-0.4691	YES
R&B	3.39%	280,286	5.47%	3,289		0.00317	-6.5776	NO
Data included in B.2.19.3.1.2								
Data included in B.2.19.3.1.2								
R&B	9.35%	107	0.00%	1		0.29243	0.3196	YES
R&B	0.00%	85						
Data included in B.2.19.3.2.2								
Data included in B.2.19.3.2.2								
R&B&D - Disp	6.70%	27,108						
R&B&D - Disp								
R&B&D - Disp	8.85%	113						
R&B&D - Disp								
ADSL to Retail	6.35%	3,278	7.55%	159		0.01980	-0.6071	YES
ADSL to Retail	7.30%	178						
ADSL to Retail	16.67%	6						

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B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN(%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN(%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN(%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN(%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN(%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN(%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN(%)
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN(hours)
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN(hours)

Benchmark / Analog

ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
Design
Design
Design
Design
R&B
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00%	407	4.00%	75		0.00000		NO
0.00%	434						
0.00%	1						
6.35%	3,278						
7.30%	178	6.82%	44		0.04381	0.1103	YES
16.67%	6						
7.10%	24,363	1.26%	159		0.02043	2.8581	YES
7.10%	24,363						
9.35%	107	0.00%	1		0.29243	0.3196	YES
9.35%	107						
7.14%	24,125						
8.79%	91						
7.10%	24,363	0.00%	4		0.12840	0.5527	YES
7.10%	24,363						
9.35%	107						
9.35%	107						
7.14%	24,125						
8.79%	91						
7.10%	24,363	3.64%	330		0.01423	2.4292	YES
7.10%	24,363						
9.35%	107						
9.35%	107						
7.14%	24,125						
8.79%	91						
3.21%	2,745	15.15%	33		0.03085	-3.8724	NO
0.11%	891						
0.00%	6						
0.00%	14						
7.10%	24,363						
3.39%	280,286	0.00%	1		0.18087	0.1872	YES
9.35%	107						
0.00%	85						
7.14%	24,125						
3.40%	279,195	0.00%	1		0.18121	0.1876	YES
8.79%	91						
0.00%	16						
7.14%	24,125						
3.40%	279,195						
8.79%	91						
0.00%	16						
0.00%	267	6.53%	199		0.00000		NO
0.00%	4						
0.00%	90	8.18%	159		0.00000		NO
0.00%	5						
1.97	14,169			16,247			
1.34	202,579			6,742			

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B.2.21.1.2.1	P-5	Switch Ports/≥10 circuits/Dispatch/TN(hours)
B.2.21.1.2.2	P-5	Switch Ports/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport/≥10 circuits/Dispatch/TN(hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations/≥10 circuits/Switch Based Orders/TN(hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations/≥10 circuits/Dispatch In/TN(hours)
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN(hours)
B.2.21.4.2.1	P-5	Combo Other/≥10 circuits/Dispatch/TN(hours)
B.2.21.4.2.4	P-5	Combo Other/≥10 circuits/Dispatch In/TN(hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Dispatch/TN(hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN(hours)
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.6.2.1	P-5	UNE ISDN/≥10 circuits/Dispatch/TN(hours)
B.2.21.6.2.2	P-5	UNE ISDN/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.7.2.1	P-5	Line Sharing/≥10 circuits/Dispatch/TN(hours)
B.2.21.7.2.2	P-5	Line Sharing/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/≥10 circuits/Dispatch/TN(hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(hours)
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/≥10 circuits/Dispatch In/TN(hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/≥10 circuits/Dispatch/TN(hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/≥10 circuits/Dispatch/TN(hours)
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/≥10 circuits/Dispatch In/TN(hours)
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/TN(hours)
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/TN(hours)
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch In/TN(hours)
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.14.2.1	P-5	Other Design/≥10 circuits/Dispatch/TN(hours)
B.2.21.14.2.2	P-5	Other Design/≥10 circuits/Non-Dispatch/TN(hours)
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.15.2.1	P-5	Other Non-Design/≥10 circuits/Dispatch/TN(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	2.43	66			6.936			
R&B (POTS)	0.42	1			0.000			
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
R&B	1.98	14,341	0.20	163	16.192	1.27541	1.3942	YES
R&B	1.34	203,302	0.86	2,657	6.831	0.13338	3.6069	YES
R&B	1.86	92,060	0.79	925	8.487	0.28044	3.8359	YES
R&B	0.92	111,208	0.90	1,732	5.048	0.12224	0.0874	YES
R&B	2.18	75	0.18	2	6.560	4.69970	0.4256	YES
R&B	0.58	37	1.10	3	0.236	0.14149	-3.6440	NO
R&B	0.57	22			0.216			
R&B	0.59	15	1.10	3	0.270	0.17064	-2.9497	NO
R&B&D - Disp	16.78	16,018			111.877			
R&B&D - Disp								
R&B&D - Disp	2.91	82			7.638			
R&B&D - Disp								
ADSL to Retail	2.39	3,201			13.768			
ADSL to Retail	0.83	107			1.867			
ADSL to Retail	0.11	6			0.184			
ADSL to Retail								
ISDN - BRI	39.00	272			76.618			
ISDN - BRI	2.85	307			9.784			
ISDN - BRI	0.01	3			0.012			
ISDN - BRI	0.68	1			0.000			
ADSL to Retail	2.39	3,201			13.768			
ADSL to Retail	0.83	107			1.867			
ADSL to Retail	0.11	6			0.184			
ADSL to Retail								
R&B - Disp	1.98	14,341	49.30	89	16.192	1.72162	-27.4866	NO
R&B - Disp	1.98	14,341			16.192			
R&B - Disp	2.18	75			6.560			
R&B - Disp	2.18	75			6.560			
R&B (POTS) excl SB Or	1.98	14,203			16.247			
R&B (POTS) excl SB Or	0.90	110,801			4.822			
R&B (POTS) excl SB Or	2.43	66			6.936			
R&B (POTS) excl SB Or	0.42	1			0.000			
R&B - Disp	1.98	14,341			16.192			
R&B - Disp	1.98	14,341			16.192			
R&B - Disp	2.18	75			6.560			
R&B - Disp	2.18	75			6.560			
R&B (POTS) excl SB Or	1.97	14,166			16.247			
R&B (POTS) excl SB Or	0.90	110,801			4.822			
R&B (POTS) excl SB Or	2.43	66			6.936			
R&B (POTS) excl SB Or	0.42	1			0.000			
R&B - Disp	1.98	14,341	15.86	49	16.192	2.31703	-5.9892	NO
R&B - Disp	1.98	14,341			16.192			
R&B - Disp	2.18	75			6.560			
R&B - Disp	2.18	75			6.560			
R&B (POTS) excl SB Or	1.97	14,166			16.247			
R&B (POTS) excl SB Or	0.90	110,801			4.822			
R&B (POTS) excl SB Or	2.43	66			6.936			
R&B (POTS) excl SB Or	0.42	1			0.000			
Design	143.03	1,680			303.031			
Design	52.34	130			193.604			
Design	10.74	7			13.655			
Design	0.83	9			0.217			
R&B	1.98	14,341			16.192			
R&B	1.34	203,302			6.831			
R&B	2.18	75			6.560			

B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN(hours)
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.1.2	P-5	Switch Ports/>=10 circuits/Dispatch/TN(hours)
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.2.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.2.2	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.3.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)
B.2.22.3.2	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)
B.2.22.4.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN(hours)
B.2.22.4.2	P-5	Combo Other/>=10 circuits/Dispatch/TN(hours)
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN(hours)
B.2.22.5.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.5.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.6.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN(hours)
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.6.2	P-5	UNE ISDN/>=10 circuits/Dispatch/TN(hours)
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.7.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.7.2	P-5	Line Sharing/>=10 circuits/Dispatch/TN(hours)
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.8.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.8.2	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.9.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.22.9.2	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)
B.2.22.10.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)

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**Benchmark /
Analog**

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B.2.24.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.24.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.24.1.2	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.24.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.24.2.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/TN(days)
B.2.24.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(days)
B.2.24.2.2	P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)
B.2.24.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)
B.2.24.3.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.24.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.24.3.2	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.24.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.24.4.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B.2.24.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
B.2.24.4.2	P-10	Combo Other>=10 circuits/Dispatch/TN(days)
B.2.24.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)
B.2.24.5.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(days)
B.2.24.5.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(days)
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN(days)
B.2.24.6.1	P-10	UNE ISDN<10 circuits/Dispatch/TN(days)

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Benchmark /
Analog

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B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN(days)
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN(days)
B.2.26.1.2	P-10	Switch Ports/≥10 circuits/Dispatch/TN(days)
B.2.26.1.2.2	P-10	Switch Ports/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.2.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)
B.2.26.2.2.1	P-10	Local Interoffice Transport/≥10 circuits/Dispatch/TN(days)
B.2.26.2.2.2	P-10	Local Interoffice Transport/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.3.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)
B.2.26.3.2	P-10	Loop + Port Combinations/≥10 circuits/Dispatch/TN(days)
B.2.26.3.2.2	P-10	Loop + Port Combinations/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.4.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)
B.2.26.4.2	P-10	Combo Other/≥10 circuits/Dispatch/TN(days)
B.2.26.4.2.2	P-10	Combo Other/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.5.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.26.5.2	P-10	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Dispatch/TN(days)
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.6.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)
B.2.26.6.2	P-10	UNE ISDN/≥10 circuits/Dispatch/TN(days)
B.2.26.6.2.2	P-10	UNE ISDN/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.7.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)
B.2.26.7.2	P-10	Line Sharing/≥10 circuits/Dispatch/TN(days)
B.2.26.7.2.2	P-10	Line Sharing/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.8.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.8.2	P-10	2W Analog Loop Design/≥10 circuits/Dispatch/TN(days)
B.2.26.8.2.2	P-10	2W Analog Loop Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.9.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.9.2	P-10	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.10.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.10.2	P-10	2W Analog Loop w/INP Design/≥10 circuits/Dispatch/TN(days)
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.11.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.11.2	P-10	2W Analog Loop w/INP Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.12.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.12.2	P-14	2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/TN(days)
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/≥10 circuits/Non-Dispatch/TN(days)

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							Diagnostic
							Diagnostic
							Diagnostic
		19.00	2				Diagnostic
							Diagnostic
							Diagnostic
		9.75	8				Diagnostic
		3.69	39				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		7.25	109				Diagnostic
							Diagnostic
							Diagnostic
		13.96	54				Diagnostic
							Diagnostic
							Diagnostic
		5.62	47				Diagnostic
							Diagnostic
		9.60	63				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		10.71	112				Diagnostic
							Diagnostic
							Diagnostic

**Benchmark /
Analog**

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B.2.29.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.29.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.29.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.29.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.29.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/TN(days)
B.2.29.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(days)
B.2.29.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)
B.2.29.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)
B.2.29.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.29.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.29.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.29.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.29.4.1.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B.2.29.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)

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B.3.1.12.2 M&R-1 LNP (Standalone)/Non-Dispatch/TN(%)

Benchmark /
Analog

BST Measure BST Volume CLEC Measure CLEC Volume Standard Deviation Standard Error ZScore Equity

R&B (POTS)

1.72%	24,146						
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Customer Trouble Report Rate

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN(%)
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN(%)
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN(%)
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN(%)
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN(%)
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN(%)
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN(%)
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN(%)
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN(%)
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN(%)
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN(%)
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN(%)
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN(%)
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN(%)
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN(%)
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN(%)
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN(%)
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN(%)
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN(%)

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

1.84%	2,444,904						
0.99%	2,444,904						
2.26%	21,266	0.66%	152		0.01223	1.3077	YES
1.18%	21,266	1.97%	152		0.00883	-0.9043	YES
1.76%	2,583,184	1.10%	35,845		0.00071	9.3778	YES
0.94%	2,583,184	0.69%	35,845		0.00052	4.8408	YES
1.57%	2,990,821	0.00%	525		0.00547	2.8710	YES
1.57%	2,990,821	0.00%	525		0.00547	2.8710	YES
0.89%	32,517	0.74%	2,846		0.00185	0.8492	YES
0.25%	32,517	0.49%	2,846		0.00097	-2.5360	NO
1.94%	23,606	1.22%	2,047		0.00321	2.2400	YES
1.86%	23,606	0.39%	2,047		0.00315	4.6830	YES
0.89%	32,517	0.00%	348		0.00510	1.7554	YES
0.25%	32,517	5.75%	348		0.00267	-20.5796	NO
1.76%	2,583,184	0.70%	43,418		0.00064	16.4460	YES
1.76%	2,583,184	0.28%	43,418		0.00064	23.0155	YES
1.84%	2,444,904	0.00%	191		0.00981	1.8726	YES
0.88%	2,444,904	0.00%	191		0.00681	1.3000	YES
0.42%	407,637	0.58%	695		0.00245	-0.6489	YES
0.43%	407,637	0.29%	695		0.00249	0.5682	YES
1.76%	2,583,184	0.57%	1,393		0.00355	3.3304	YES
0.94%	2,583,184	0.79%	1,393		0.00261	0.5960	YES
1.84%	2,444,904						
0.99%	2,444,904						

Maintenance Average Duration

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN(hours)
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN(hours)
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN(hours)
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN(hours)
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN(hours)
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN(hours)
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN(hours)
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN(hours)
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(hours)
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(hours)
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN(hours)
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN(hours)
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN(hours)
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN(hours)
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN(hours)
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN(hours)
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN(hours)
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN(hours)
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN(hours)
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN(hours)
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN(hours)
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN(hours)
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN(hours)
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN(hours)

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

33.05	45,025				28.665		
14.82	24,146				19.860		
4.02	480	1.50	1		3.065	3.06809	0.8230
2.27	250	2.20	3		2.906	1.68805	0.0417
32.86	45,402	15.39	393		28.650	1.45143	12.0404
14.71	24,409	4.20	249		19.801	1.26119	8.3351
31.94	46,966				28.885		
31.94	46,966				28.885		
78.56	291	10.45	21		42.150	9.52399	7.1508
39.23	80	5.92	14		43.340	12.55567	2.6524
14.86	458	13.26	25		20.461	4.20246	0.3813
3.86	440	4.99	8		9.348	3.33489	-0.3384
78.56	291				42.150		
39.23	80	10.44	20		43.340	10.83490	2.6570
32.86	45,402	9.62	305		28.650	1.64598	14.1219
32.86	45,402	6.50	122		28.650	2.59731	10.1489
33.04	44,891				28.651		
15.30	21,635				20.240		
7.62	1,698	23.49	4		28.009	14.02099	-1.1319
2.59	1,749	4.57	2		12.135	8.58536	-0.2304
32.86	45,402	14.08	8		28.650	10.13013	1.8548
14.71	24,409	5.07	11		19.801	5.97142	1.6159
33.05	45,025				28.665		
14.82	24,146				19.860		

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN(%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN(%)
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN(%)
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN(%)
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN(%)
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN(%)

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

22.61%	45,025						
19.56%	24,146						
36.04%	480	0.00%	1		0.48062	0.7499	YES
30.00%	250	33.33%	3		0.26616	-0.1252	YES
22.56%	45,402	17.81%	393		0.02117	2.2408	YES
19.52%	24,409	20.48%	249		0.02524	-0.3821	YES
23.14%	46,966						

BellSouth Monthly State Summary **Tennessee, July 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	23.14%	46,966					
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	22.34%	291	28.57%	21	0.09411	-0.6625	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	21.25%	80	14.29%	14	0.11851	0.5876	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	34.93%	458	24.00%	25	0.09792	1.1167	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	34.77%	440	12.50%	8	0.16990	1.3109	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN(%)	ADSL to Retail	22.34%	291					
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	21.25%	80	45.00%	20	0.10227	-2.3223	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	22.56%	45,402	17.38%	305	0.02401	2.1569	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	22.56%	45,402	10.66%	122	0.03789	3.1408	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	22.53%	44,891					
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	19.86%	21,635					
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN(%)	Design	40.64%	1,698	25.00%	4	0.24587	0.6360	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN(%)	Design	38.08%	1,749	0.00%	2	0.34355	1.1084	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN(%)	R&B	22.56%	45,402	12.50%	8	0.14778	0.6805	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN(%)	R&B	19.52%	24,409	27.27%	11	0.11953	-0.6488	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	22.61%	45,025					
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	19.56%	24,146					
Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN(%)	R&B (POTS)	47.46%	29,455					
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	27.59%	8,838					
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	0.21%	480	0.00%	1	0.04564	0.0456	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	0.00%	250	0.00%	3	0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN(%)	R&B	47.17%	29,695	20.25%	242	0.03222	8.3555	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	27.17%	8,981	5.94%	101	0.04451	4.7692	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN(%)	R&B&D - Disp	44.90%	31,380					
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	44.90%	31,380					
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	100.00%	1	14.29%	21	0.00000		YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail			0.00%	14			
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	16.01%	456	20.00%	25	0.07532	-0.5299	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	3.18%	440	0.00%	8	0.06262	0.5081	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN(%)	ADSL to Retail	100.00%	1					
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail							
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	47.17%	29,695	6.56%	305	0.02873	14.1356	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	47.17%	29,695	4.92%	122	0.04529	9.3295	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	47.46%	29,442					
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	27.60%	8,811					
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN(%)	Design	5.30%	1,698	25.00%	4	0.11215	-1.7565	NO
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN(%)	Design	1.26%	1,748	0.00%	2	0.07887	0.1596	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN(%)	R&B	47.17%	29,695	28.57%	7	0.18870	0.9856	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN(%)	R&B	27.17%	8,981	0.00%	6	0.18166	1.4956	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	47.46%	29,455					
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	27.59%	8,838					

Unbundled Network Elements - Billing

Invoice Accuracy										
B.4.1	B-1	TN(%)	BST - State	98.80%	\$197,272,640	99.91%	\$919,839	0.00011	-97.1137	YES
Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	5.04	1	3.46	1,191			YES

BellSouth Monthly State Summary
Tennessee, July 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering										
C.1.1	% <i>Rejected Service Requests</i> O-7 Local Interconnection Trunks/TN(%)	Diagnostic			52.54%	59				Diagnostic
C.1.2	<i>Reject Interval</i> O-8 Local Interconnection Trunks/TN(%)	>= 85% w in 4 days			100.00%	31				YES
C.1.3	<i>FOC Timeliness</i> O-9 Local Interconnection Trunks/TN(%)	>= 95% w in 10 days			100.00%	51				YES
C.1.4	<i>FOC & Reject Response Completeness</i> O-11 Local Interconnection Trunks/TN(%)	>= 95%			98.18%	55				YES
C.1.5	<i>FOC & Reject Response Completeness (Multiple Responses)</i> O-11 Local Interconnection Trunks/TN(%)	>= 95%								
Local Interconnection Trunks - Provisioning										
C.2.1	<i>Order Completion Interval</i> P-4 Local Interconnection Trunks/TN(days)	Parity w Retail	25.33	46	16.11	9	17.582	6.40825	1.4380	YES
C.2.2	<i>Held Orders</i> P-1 Local Interconnection Trunks/TN(days)	Parity w Retail	<i>Not Applicable for Trunks</i>							
C.2.3	% <i>Jeopardies</i> P-2 Local Interconnection Trunks/TN(%)	Parity w Retail	<i>Not Applicable for Trunks</i>							
C.2.4	<i>Average Jeopardy Notice Interval</i> P-2 Local Interconnection Trunks/TN(hours)	95% >= 48 hrs	<i>Not Applicable for Trunks</i>							
C.2.5	% <i>Missed Installation Appointments</i> P-3 Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	46	0.00%	9		0.00000		YES
C.2.6	% <i>Provisioning Troubles within 30 Days</i> P-9 Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	1,512	0.00%	708		0.00000		YES
C.2.7	<i>Average Completion Notice Interval</i> P-5 Local Interconnection Trunks/TN(hours)	Parity w Retail	210.02	22	22.21	6	365.764	168.45862	1.1149	YES
C.2.8	<i>Total Service Order Cycle Time</i> P-10 Local Interconnection Trunks/TN(days)	Diagnostic	<i>Under development</i>							
C.2.9	<i>Total Service Order Cycle Time (offered)</i> P-10 Local Interconnection Trunks/TN(days)	Diagnostic	<i>Under development</i>							
C.2.11.1.1	<i>Service Order Accuracy</i> P-11 Local Interconnection Trunks/<10 circuits/Dispatch/TN(%)	>= 95%			85.71%	7				NO
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	5				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/TN(%)	>= 95%			94.12%	17				NO
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			90.91%	11				NO
Local Interconnection Trunks - Maintenance and Repair										
C.3.1.1	<i>Missed Repair Appointments</i> M&R-1 Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail								
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	1.28%	78						
C.3.2.1	<i>Customer Trouble Report Rate</i> M&R-2 Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	133,541	0.00%	45,560		0.00000		YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.06%	133,541	0.00%	45,560		0.00013	4.4544	YES
C.3.3.1	<i>Maintenance Average Duration</i> M&R-3 Local Interconnection Trunks/Dispatch/TN(hours)	Parity w Retail								
C.3.3.2	M&R-3 Local Interconnection Trunks/Non-Dispatch/TN(hours)	Parity w Retail	0.87	78			5.215			

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail							
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	55.13%	78					
Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail							
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	1.28%	78					
Local Interconnection Trunks - Billing										
Invoice Accuracy										
C.4.1	B-1	TN(%)	BST - State	98.80%	\$197,272,640	99.57%	\$2,801,107	0.00007	-116.9950	YES
Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	5.08	1	4.78	3,199			YES
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
Trunk Group Performance - Aggregate										
C.5.1	TGP-1	TN	>0.5% dif 2 consec. Hrs			0				YES

BellSouth Monthly State Summary Tennessee, July 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Pre-Ordering										
% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%		100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%		99.78%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%		99.96%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%		100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%							
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%		100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%		99.95%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%		99.80%					YES
% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%		99.92%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%		99.93%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%		99.88%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%		99.91%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%		99.91%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%		99.93%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%		100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%		100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%		100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%		100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%		100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.88	3,237,125	1.80	246,086			YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.28	7,266	1.80	246,086			YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.00	9,608,635	1.62	156,550			YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.57	610,414	1.62	156,550			YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec			1.07	59,062			
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.65	293,697	1.07	59,062			YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec			0.53	1,593			
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.67	294,671	0.53	1,593			YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.50	5,503,374	13.31	464,511			NO
D.1.3.5.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.19	461,218	13.31	464,511			NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	4.25	11,605,575	0.78	34,324			YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.41	605,022	0.78	34,324			YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	4.25	11,605,575	0.09	71,569			YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.41	605,022	0.09	71,569			YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.88	3,237,125	2.32	187,104			YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.28	7,266	2.32	187,104			YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.00	9,608,635	2.50	72,690			YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.57	610,414	2.50	72,690			YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic							Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic							Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.61	4			Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.61	4			Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec			1.73	10,074			
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.65	293,697	1.73	10,074			YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec			2.28	66,065			
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.67	294,671	2.28	66,065			YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.50	5,503,374	3.60	133,650			NO
D.1.4.7.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.19	461,218	3.60	133,650			NO
D.1.4.8.1	OSS-1	RNS/CRSEINT/Region(seconds)	RNS - RSACCTS + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.1</i>						
D.1.4.8.2	OSS-1	ROS/CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.2</i>						
D.1.4.9.1	OSS-1	RNS/CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	<i>This data not applicable after 7-1-2001; see D.1.4.7.1</i>						
D.1.4.9.2	OSS-1	ROS/CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 7-1-2001; see D.1.4.7.2</i>						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Maintenance and Repair										
% Interface Availability - BST										
D.2.1.1	OSS-3	TAFI/Region(%)	>= 99.5%	99.99%						YES
% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%		100.00%					YES
D.2.2.2	OSS-3	CLEC ECTA/Region(%)	>= 99.5%		100.00%					YES
% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%		99.93%					YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%		100.00%					YES
D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%		100.00%					YES
D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%		100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%		100.00%					YES
D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%		100.00%					YES
D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%		99.91%					YES
Average Response Interval										
D.2.4.1.1	OSS-4	CRIS/Region(%) <= 4 Seconds	Parity w Retail	95.82%	1,946,965	95.04%	92,271	0.00067	11.5962	NO
D.2.4.1.2	OSS-4	CRIS/Region(%) <= 10 Seconds	Parity w Retail	98.81%	1,946,965	99.19%	92,271	0.00037	-10.4334	YES
D.2.4.1.3	OSS-4	CRIS/Region(%) > 10 Seconds	Parity w Retail	1.19%	1,946,965	0.81%	92,271	0.00037	10.4334	YES
D.2.4.2.1	OSS-4	DLETH/Region(%) <= 4 Seconds	Parity w Retail	10.69%	47,554	11.48%	932	0.01022	-0.7748	YES
D.2.4.2.2	OSS-4	DLETH/Region(%) <= 10 Seconds	Parity w Retail	81.73%	47,554	89.38%	932	0.01278	-5.9848	YES
D.2.4.2.3	OSS-4	DLETH/Region(%) > 10 Seconds	Parity w Retail	18.27%	47,554	10.62%	932	0.01278	5.9848	YES
D.2.4.3.1	OSS-4	DLR/Region(%) <= 4 Seconds	Parity w Retail	6.56%	35,497	22.13%	29,083	0.00196	-79.5474	YES
D.2.4.3.2	OSS-4	DLR/Region(%) <= 10 Seconds	Parity w Retail	88.73%	35,497	98.14%	29,083	0.00250	-37.6471	YES
D.2.4.3.3	OSS-4	DLR/Region(%) > 10 Seconds	Parity w Retail	11.27%	35,497	1.86%	29,083	0.00250	37.6471	YES
D.2.4.4.1	OSS-4	LMOS/Region(%) <= 4 Seconds	Parity w Retail	99.88%	1,946,930	99.85%	92,311	0.00012	2.3442	NO
D.2.4.4.2	OSS-4	LMOS/Region(%) <= 10 Seconds	Parity w Retail	99.94%	1,946,930	99.93%	92,311	0.00008	2.1646	NO
D.2.4.4.3	OSS-4	LMOS/Region(%) > 10 Seconds	Parity w Retail	0.06%	1,946,930	0.07%	92,311	0.00008	-2.1646	NO
D.2.4.5.1	OSS-4	LMOSupd/Region(%) <= 4 Seconds	Parity w Retail	97.88%	1,463,874	97.31%	56,552	0.00062	9.1600	NO
D.2.4.5.2	OSS-4	LMOSupd/Region(%) <= 10 Seconds	Parity w Retail	99.83%	1,463,874	99.67%	56,552	0.00018	9.3826	NO
D.2.4.5.3	OSS-4	LMOSupd/Region(%) > 10 Seconds	Parity w Retail	0.17%	1,463,874	0.33%	56,552	0.00018	-9.3826	NO
D.2.4.6.1	OSS-4	LNP/Region(%) <= 4 Seconds	Parity w Retail	99.62%	134,687	99.43%	5,486	0.00085	2.2146	NO
D.2.4.6.2	OSS-4	LNP/Region(%) <= 10 Seconds	Parity w Retail	99.80%	134,687	99.84%	5,486	0.00061	-0.5469	YES
D.2.4.6.3	OSS-4	LNP/Region(%) > 10 Seconds	Parity w Retail	0.20%	134,687	0.16%	5,486	0.00061	0.5469	YES
D.2.4.7.1	OSS-4	MARCH/Region(%) <= 4 Seconds	Parity w Retail	29.87%	9,546	31.76%	403	0.02327	-0.8146	YES
D.2.4.7.2	OSS-4	MARCH/Region(%) <= 10 Seconds	Parity w Retail	29.87%	9,546	31.76%	403	0.02327	-0.8146	YES
D.2.4.7.3	OSS-4	MARCH/Region(%) > 10 Seconds	Parity w Retail	70.13%	9,546	68.24%	403	0.02327	0.8146	YES
D.2.4.8.1	OSS-4	OSPCM/Region(%) <= 4 Seconds	Parity w Retail	45.00%	9,365	34.75%	118	0.04609	2.2245	NO
D.2.4.8.2	OSS-4	OSPCM/Region(%) <= 10 Seconds	Parity w Retail	97.54%	9,365	96.61%	118	0.01434	0.6513	YES
D.2.4.8.3	OSS-4	OSPCM/Region(%) > 10 Seconds	Parity w Retail	2.46%	9,365	3.39%	118	0.01434	-0.6513	YES
D.2.4.9.1	OSS-4	Predictor/Region(%) <= 4 Seconds	Parity w Retail	16.89%	77,635	27.50%	3,898	0.00615	-17.2457	YES
D.2.4.9.2	OSS-4	Predictor/Region(%) <= 10 Seconds	Parity w Retail	16.89%	77,635	27.50%	3,898	0.00615	-17.2457	YES
D.2.4.9.3	OSS-4	Predictor/Region(%) > 10 Seconds	Parity w Retail	83.11%	77,635	72.50%	3,898	0.00615	17.2457	YES
D.2.4.10.1	OSS-4	SOCS/Region(%) <= 4 Seconds	Parity w Retail	99.83%	250,355	99.81%	14,222	0.00036	0.5068	YES
D.2.4.10.2	OSS-4	SOCS/Region(%) <= 10 Seconds	Parity w Retail	99.98%	250,355	99.96%	14,222	0.00013	0.8387	YES
D.2.4.10.3	OSS-4	SOCS/Region(%) > 10 Seconds	Parity w Retail	0.02%	250,355	0.04%	14,222	0.00013	-0.8387	YES
D.2.4.11.1	OSS-4	NIW/Region(%) <= 4 Seconds	Parity w Retail	82.85%	77,529	82.24%	3,818	0.00625	0.9734	YES
D.2.4.11.2	OSS-4	NIW/Region(%) <= 10 Seconds	Parity w Retail	99.58%	77,529	99.63%	3,818	0.00108	-0.5352	YES
D.2.4.11.3	OSS-4	NIW/Region(%) > 10 Seconds	Parity w Retail	0.42%	77,529	0.37%	3,818	0.00108	0.5352	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
COLLOCATION - Collocation										
Average Response Time										
E.1.1.1	C-1	Virtual/TN (calendar days)	<= 20 days							
E.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 23 days							
E.1.1.3	C-1	Physical-Caged/TN (business days)	<= 23 days		3	2				YES
E.1.1.4	C-1	Physical-Cageless/TN (business days)	<= 23 days							
Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)	<= 50 days							
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)	<= 75 days							
E.1.2.3	C-2	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 45 days							
E.1.2.4	C-2	Physical Caged-Ordinary/TN (business days)	<= 76 days		31	5				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/TN (business days)	<= 91 days							
E.1.2.6	C-2	Physical Cageless-Ordinary/TN (business days)	<= 76 days		53	1				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/TN (business days)	<= 91 days							
% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed							
E.1.3.2	C-3	Physical/TN (%)	< 5% missed		0.00%	6				YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/TN (%)	< 5% missed							

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic		87.38%	252,927				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic		87.38%	252,927				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%		87.09%	183,387				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%		69.92%	6,480				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%		90.00%	63,060				YES
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic		71.33%	309,818				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic		71.33%	309,818				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic		75.18%	212,428				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic		49.41%	9,170				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic		64.34%	88,220				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%		86.36%	4,860				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%		86.36%	4,860				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic							Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual)										
F.2.1.1	PO-1	Loops/TN(%)	>= 95% w in 3 bus days		89.00%	9				NO
Loop Makeup Inquiry (Electronic)										
F.2.2.1	PO-2	Loops/TN(%)	>= 95% w in 5 min		100.00%	496				YES
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95% w in 5 bus days		98.00%	228				YES
F.3.1.2	O-10	Local Interoffice Transport/TN(%)	>= 95% w in 5 bus days							
General - Ordering										
Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	199.33	6,834,494	59.15	44,292			YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	144.73	1,777,813	27.37	96,407			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	TN(seconds)	PBD		5.55					PBD
% Answered in 10 seconds										
F.6.2	OS-2	TN(%)	PBD		78.40%					PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	TN(seconds)	PBD		5.58					PBD
% Answered in 10 seconds										

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2 TN(%)	PBD			80.10%					PBD
General - E911										
Mean Interval										
F.8.1	E-3 TN(hours)	PBD			1.43	2,079				PBD
% Accuracy										
F.8.2	E-2 TN(%)	PBD			90.43%	243,475				PBD
% Timeliness										
F.8.3	E-1 TN(%)	PBD			100.00%	2,079				PBD
General - Billing										
Usage Data Delivery Accuracy										
F.9.1	B-3 Region(%)	Parity w Retail	100.00%	5,950	100.00%	15,556		0.00000		YES
Usage Data Delivery Timeliness										
F.9.2	B-5 Region(%)	Parity w Retail	98.95%	40,304	96.62%	220,452,428		0.00051	45.8681	NO
Usage Data Delivery Completeness										
F.9.3	B-4 Region(%)	Parity w Retail	99.91%	40,304	99.93%	220,452,428		0.00015	-1.7954	YES
Mean Time to Deliver Usage										
F.9.4	B-6 Region(days)	Parity w Retail	3.37	40,304	3.83	220,452,428				NO
Recurring Charge Completeness										
F.9.5.1	B-7 Resale/TN(%)	Parity w Retail	72.54%	\$8,294,180	98.69%	\$155,328		0.00218	-119.8780	YES
F.9.5.2	B-7 UNE/TN(%)	>= 90%			89.26%	\$110,880				NO
F.9.5.3	B-7 Interconnection/TN(%)	>= 90%			93.90%	\$2,654				YES
Non-Recurring Charge Completeness										
F.9.6.1	B-8 Resale/TN(%)	Parity w Retail	82.02%	\$10,791,949	98.91%	\$311,336		0.00165	-102.5641	YES
F.9.6.2	B-8 UNE/TN(%)	>= 90%			98.72%	\$388,343				YES
F.9.6.3	B-8 Interconnection/TN(%)	>= 90%			70.83%	\$91,578				NO
General - Change Management										
% Software Release Notices Sent On Time										
F.10.1	CM-1 TN(%)	>= 95% w in 30 days								
Average Software Release Notice Delay Days										
F.10.2	CM-2 TN(average)	>= 22 bus days prior to release								
% Change Management Documentation Sent On Time										
F.10.3	CM-3A TN(%)	>= 95% w in 30 days			50.00%	4				NO
% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B TN(%)	>= 95% w in 5 days								
Average Documentation Release Delay Days										
F.10.5	CM-4 TN(average)	>= 22 bus days prior to release			6	2				NO
% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5 TN(%)	>= 97% w in 15 min			100.00%	32				YES
General - New Business Requests										
% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1 Region(%)	>= 90% w in 30 bus days			100.00%	5				YES
% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A Region(%)	>= 90% w in 10 bus days			66.67%	3				NO
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days			100.00%	2				YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Ordering										
Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 90% w in 30 min		96.50%	78,663				YES
F.12.1.2	O-1	TAG/Region(%)		>= 95% w in 30 min		99.75%	194,073			
Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%		99.95%	78,663				NO
F.12.2.2	O-2	TAG/Region(%)	100%		99.75%	194,073				NO
General - Database Updates										
Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN(hours)	PBD	0.75	22	0.75	22			PBD
F.13.1.2	D-1	Directory Listings/TN(hours)	PBD	0.09	26	0.09	26			PBD
F.13.1.3	D-1	Directory Assistance/TN(hours)	PBD	4.18	26	3.13	26			PBD
% Update Accuracy										
F.13.2.1	D-2	LIDB/TN(%)	>= 95%		86.15%	65				YES
F.13.2.2	D-2	Directory Listings/TN(%)	>= 95%		100.00%	57				YES
F.13.2.3	D-2	Directory Assistance/TN(%)	>= 95%		100.00%	57				YES
% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%		99.35%	153				NO
General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region (minutes)	Parity w Retail	4,824	4	4,582	4			YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity Equity
% Completions w/o Notice or < 24 hours (Resale)										
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic		100.00%	449				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic		100.00%	10,458				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic		100.00%	78				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic		100.00%	226				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic		100.00%	1				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic		100.00%	4				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)	Diagnostic							Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)	Diagnostic		100.00%	2				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)	Diagnostic							Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic							Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic		100.00%	5				Diagnostic
% Completions w/o Notice or < 24 hours (UNE)										
B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/TN (%)	Diagnostic		100.00%	2				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)	Diagnostic		100.00%	132				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic		100.00%	2,307				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	Diagnostic		100.00%	176				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)	Diagnostic		100.00%	66				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic		100.00%	57				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic		100.00%	130				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)	Diagnostic		100.00%	151				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)	Diagnostic		100.00%	11				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)	Diagnostic		100.00%	162				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic		100.00%	2,308				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)	Diagnostic		100.00%	1				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic							Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic							Diagnostic

BellSouth Monthly State Summary

Tennessee, July 2001

B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)
% Completions w/o Notice or < 24 hours (LIT)		
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)

Benchmark / Analog

Diagnostic
Diagnostic
Diagnostic
Diagnostic

Diagnostic
Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	188				Diagnostic
							Diagnostic
		100.00%	116				Diagnostic
							Diagnostic
		100.00%	9				Diagnostic
							Diagnostic

		PERCENT ACHIEVED FLOW-THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE			
REGION ALL SERVICES		69.28%	77.39%
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		93.90%	
- RETAIL BUSINESS*		TBD	
<p>*NOTE: BellSouth is reinstituting the reporting of business retail flow through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually. BellSouth has initiated the development of an accurate report and will reflect this measure as soon as its development is complete</p>			

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#2		435	0	0	435	6	30	2	397	77	66	11	320	81.63%	80.60%	82.90%
#3		108	0	0	108	5	10	0	93	2	2	0	91	92.86%	97.85%	97.85%
#4		17	0	0	17	3	2	0	12	1	1	0	11	73.33%	91.67%	91.67%
#5		1680	0	0	1680	154	61	2	1463	57	42	15	1406	87.77%	96.10%	97.10%
#6		0	0	16	16	4	0	0	12	6	3	3	6	46.15%	50.00%	66.67%
#7		0	0	732	732	94	81	6	551	201	176	25	350	56.45%	63.52%	66.54%
#8		0	0	84	84	4	5	2	73	27	19	8	46	66.67%	63.01%	70.77%
#9		0	0	358	358	61	43	6	248	142	89	53	106	41.41%	42.74%	54.36%
#10		0	0	301	301	55	23	2	221	81	70	11	140	52.83%	63.35%	66.67%
#11		0	0	253	253	27	42	2	182	88	67	21	94	50.00%	51.65%	58.39%
#12		6	0	0	6	0	1	0	5	0	0	0	5	100.00%	100.00%	100.00%
#13		467	0	0	467	43	28	7	389	60	45	15	329	78.90%	84.58%	87.97%
#14		125	0	0	125	10	9	3	103	15	14	1	88	78.57%	85.44%	86.27%
#15		182	0	0	182	31	9	3	139	30	24	6	109	66.46%	78.42%	81.95%
#16		811	0	0	811	102	86	15	608	116	77	39	492	73.32%	80.92%	86.47%
#17		307	0	0	307	51	71	13	172	58	50	8	114	53.02%	66.28%	69.51%
#18		47	0	0	47	13	4	0	30	6	5	1	24	57.14%	80.00%	82.76%
#19		47	0	0	47	1	6	0	40	13	12	1	27	67.50%	67.50%	69.23%
#20		180	0	0	180	21	8	4	147	98	84	14	49	31.82%	33.33%	36.84%
#21		17	0	0	17	0	3	2	12	7	6	1	5	45.45%	41.67%	45.45%
#22		0	0	3	3	0	0	1	2	2	1	1	0	0.00%	0.00%	0.00%
#23		32	0	0	32	7	8	0	17	7	3	4	10	50.00%	58.82%	76.92%
#24		43	0	0	43	2	10	0	31	15	7	8	16	64.00%	51.61%	69.57%
#25		10	0	0	10	0	0	3	7	3	2	1	4	66.67%	57.14%	66.67%
#26		25	0	0	25	0	1	1	23	7	5	2	16	76.19%	69.57%	76.19%
#27		32	0	0	32	0	0	11	21	19	14	5	2	12.50%	9.52%	12.50%
#28		127	0	0	127	2	15	8	102	76	24	52	26	50.00%	25.49%	52.00%
#29		73	0	0	73	3	6	1	63	15	13	2	48	75.00%	76.19%	78.69%
#30		18	0	0	18	0	6	0	12	5	5	0	7	58.33%	58.33%	58.33%
#31		147	0	0	147	42	12	5	88	33	28	5	55	44.00%	62.50%	66.27%
#32		11	0	0	11	1	0	0	10	4	4	0	6	54.55%	60.00%	60.00%
#33		634	0	0	634	61	51	28	494	161	143	18	333	62.01%	67.41%	69.96%
#34		56	0	0	56	4	2	0	50	18	13	5	32	65.31%	64.00%	71.11%
#35		15	0	0	15	4	6	0	5	0	0	0	5	55.56%	100.00%	100.00%
#36		149	0	0	149	11	47	1	90	26	19	7	64	68.09%	71.11%	77.11%
#37		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL) REPORT PERIOD: 07/01/2001 - 07/31/2001

Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#38		22	0	0	22	7	2	0	13	10	7	3	3	17.65%	23.08%	30.00%
#39		8	0	0	8	0	4	0	4	4	4	0	0	0.00%	0.00%	0.00%
#40		0	228	0	228	99	48	2	79	22	17	5	57	32.95%	72.15%	77.03%
#41		55	0	0	55	5	2	0	48	30	25	5	18	37.50%	37.50%	41.86%
#42		117	0	0	117	29	3	0	85	11	9	2	74	66.07%	87.06%	89.16%
#43		625	0	0	625	60	32	0	533	10	10	0	523	88.20%	98.12%	98.12%
#44		0	17	0	17	4	1	0	12	4	3	1	8	53.33%	66.67%	72.73%
#45		0	43	0	43	19	7	0	17	6	3	3	11	33.33%	64.71%	78.57%
#46		0	4	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#47		0	20	0	20	8	0	5	7	6	6	0	1	6.67%	14.29%	14.29%
#48		0	203	0	203	155	13	2	33	9	6	3	24	12.97%	72.73%	80.00%
#49		0	146	0	146	81	14	3	48	17	12	5	31	25.00%	64.58%	72.09%
#50		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#51		51	0	0	51	3	25	1	22	10	9	1	12	50.00%	54.55%	57.14%
#52		393	0	0	393	28	22	0	343	16	10	6	327	89.59%	95.34%	97.03%
#53		693	0	0	693	24	15	3	651	64	63	1	587	87.09%	90.17%	90.31%
#54		410	0	0	410	36	13	4	357	71	68	3	286	73.33%	80.11%	80.79%
#55		387	0	0	387	12	16	2	357	146	143	3	211	57.65%	59.10%	59.60%
#56		188	0	0	188	4	13	1	170	33	27	6	137	81.55%	80.59%	83.54%
#57		117	0	0	117	24	8	1	84	10	6	4	74	71.15%	88.10%	92.50%
#58		2103	0	0	2103	187	85	9	1822	176	133	43	1646	83.72%	90.34%	92.52%
#59		0	0	608	608	7	63	0	538	17	12	5	521	96.48%	96.84%	97.75%
#60		459	0	0	459	101	55	4	299	48	32	16	251	65.36%	83.95%	88.69%
#61		0	55	0	55	2	4	0	49	5	4	1	44	88.00%	89.80%	91.67%
#62		169	0	0	169	1	2	0	166	102	100	2	64	38.79%	38.55%	39.02%
#63		178	0	0	178	11	15	0	152	10	9	1	142	87.65%	93.42%	94.04%
#64		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#65		1602	0	0	1602	59	134	1	1408	89	79	10	1319	90.53%	93.68%	94.35%
#66		236	0	0	236	38	17	10	171	48	44	4	123	60.00%	71.93%	73.65%
#67		169	0	0	169	12	12	1	144	22	17	5	122	80.79%	84.72%	87.77%
#68		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#69		56	0	0	56	4	5	4	43	6	5	1	37	80.43%	86.05%	88.10%
#70		2204	0	0	2204	498	208	32	1466	513	428	85	953	50.72%	65.01%	69.01%
#71		7	0	0	7	0	2	0	5	0	0	0	5	100.00%	100.00%	100.00%
#72		10	0	0	10	1	1	0	8	0	0	0	8	88.89%	100.00%	100.00%
#73		983	0	0	983	117	70	5	791	103	97	6	688	76.27%	86.98%	87.64%
#74		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#75		0	0	1168	1168	170	178	2	818	369	306	63	449	48.54%	54.89%	59.47%
#76		0	0	826	826	97	104	6	619	239	201	38	380	56.05%	61.39%	65.40%
#77		0	0	8	8	0	1	0	7	4	0	4	3	100.00%	42.86%	100.00%
#78		0	0	1432	1432	237	225	11	959	350	276	74	609	54.28%	63.50%	68.81%
#79		0	0	861	861	115	177	17	552	248	200	48	304	49.11%	55.07%	60.32%
#80		0	0	689	689	102	90	13	484	230	176	54	254	47.74%	52.48%	59.07%
#81		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#82		151	0	0	151	32	42	1	76	18	6	12	58	60.42%	76.32%	90.63%
#83		14	0	0	14	0	1	0	13	1	1	0	12	92.31%	92.31%	92.31%
#84		34	0	0	34	8	1	0	25	6	6	0	19	57.58%	76.00%	76.00%
#85		15	0	0	15	0	1	0	14	9	9	0	5	35.71%	35.71%	35.71%
#86		20	0	0	20	0	5	0	15	1	1	0	14	93.33%	93.33%	93.33%
#87		5	0	0	5	0	2	0	3	1	1	0	2	66.67%	66.67%	66.67%
#88		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#89		4	0	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
#90		236	0	0	236	4	6	0	226	25	19	6	201	89.73%	88.94%	91.36%
#91		29424	0	0	29424	3204	2320	91	23809	4437	4173	264	19372	72.42%	81.36%	82.28%
#92		17	0	0	17	4	1	1	11	6	5	1	5	35.71%	45.45%	50.00%
#93		117	0	0	117	5	18	0	94	10	9	1	84	85.71%	89.36%	90.32%
#94		0	537	0	537	294	120	12	111	56	36	20	55	14.29%	49.55%	60.44%
#95		0	150	0	150	68	21	1	60	11	7	4	49	39.52%	81.67%	87.50%
#96		2822	0	0	2822	1873	71	14	864	215	196	19	649	23.88%	75.12%	76.80%
#97		1226	0	0	1226	360	88	19	759	389	334	55	370	34.77%	48.75%	52.56%
#98		67	0	0	67	6	4	0	57	13	12	1	44	70.97%	77.19%	78.57%
#99		110	0	0	110	5	4	0	101	5	5	0	96	90.57%	95.05%	95.05%
#100		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#101		9	0	0	9	0	1	1	7	4	3	1	3	50.00%	42.86%	50.00%
#102		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#103		3386	0	0	3386	396	188	19	2783	650	578	72	2133	68.65%	76.64%	78.68%
#104		725	0	0	725	63	47	3	612	52	47	5	560	83.58%	91.50%	92.26%
#105		7	0	0	7	0	2	0	5	5	0	5	0	0.00%	0.00%	0.00%
#106		0	47	0	47	2	16	1	28	10	5	5	18	72.00%	64.29%	78.26%
#107		0	0	746	746	77	53	8	608	116	71	45	492	76.88%	80.92%	87.39%
#108		0	0	2347	2347	280	173	49	1845	420	324	96	1425	70.23%	77.24%	81.48%
#109		6529	0	0	6529	259	186	17	6067	805	766	39	5262	83.70%	86.73%	87.29%
#110		14509	0	0	14509	320	1453	13	12723	2594	2549	45	10129	77.93%	79.61%	79.89%
#111		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#112		7609	0	0	7609	805	1558	1	5245	170	100	70	5075	84.87%	96.76%	98.07%
#113		1114	0	0	1114	95	48	1	970	48	32	16	922	87.89%	95.05%	96.65%
#114		0	6018	0	6018	268	1474	3	4273	1099	938	161	3174	72.47%	74.28%	77.19%
#115		0	8780	0	8780	358	2098	4	6320	1834	1567	267	4486	69.97%	70.98%	74.11%
#116		195	0	0	195	14	14	0	167	20	19	1	147	81.67%	88.02%	88.55%
#117		322	0	0	322	16	17	3	286	87	83	4	199	66.78%	69.58%	70.57%
#118		109	0	0	109	24	7	4	74	23	15	8	51	56.67%	68.92%	77.27%
#119		17	0	0	17	4	5	0	8	0	0	0	8	66.67%	100.00%	100.00%
#120		525	0	0	525	68	46	4	407	101	82	19	306	67.11%	75.18%	78.87%
#121		74	0	0	74	4	10	3	57	16	14	2	41	69.49%	71.93%	74.55%
#122		3	0	0	3	0	0	1	2	1	1	0	1	50.00%	50.00%	50.00%
#123		464	0	0	464	50	52	1	361	49	42	7	312	77.23%	86.43%	88.14%
#124		74	0	0	74	6	8	0	60	2	2	0	58	87.88%	96.67%	96.67%
#125		0	0	414	414	17	33	0	364	10	10	0	354	92.91%	97.25%	97.25%
#126		29	0	0	29	0	3	3	23	1	0	1	22	100.00%	95.65%	100.00%
#127		0	0	100	100	28	3	0	69	15	12	3	54	57.45%	78.26%	81.82%
#128		8	0	0	8	0	1	3	4	3	3	0	1	25.00%	25.00%	25.00%
#129		16	0	0	16	0	0	0	16	6	6	0	10	62.50%	62.50%	62.50%
#130		22	0	0	22	5	2	0	15	0	0	0	15	75.00%	100.00%	100.00%
#131		50	0	0	50	5	8	2	35	10	7	3	25	67.57%	71.43%	78.13%
#132		0	0	51	51	19	9	0	23	5	4	1	18	43.90%	78.26%	81.82%
#133		0	0	73	73	19	7	0	47	25	20	5	22	36.07%	46.81%	52.38%
#134		116	0	0	116	12	14	1	89	13	8	5	76	79.17%	85.39%	90.48%
#135		59	0	0	59	21	6	1	31	13	13	0	18	34.62%	58.06%	58.06%
#136		61	0	0	61	4	2	0	55	6	5	1	49	84.48%	89.09%	90.74%
#137		153	0	0	153	24	19	3	107	51	34	17	56	49.12%	52.34%	62.22%
#138		83	0	0	83	1	3	7	72	61	33	28	11	24.44%	15.28%	25.00%
#139		51	0	0	51	3	10	2	36	6	4	2	30	81.08%	83.33%	88.24%
#140		270	0	0	270	24	33	2	211	27	22	5	184	80.00%	87.20%	89.32%
#141		1805	0	0	1805	185	225	1	1394	201	144	57	1193	78.38%	85.58%	89.23%
#142		0	2336	0	2336	959	255	15	1107	350	223	127	757	39.04%	68.38%	77.24%
#143		226	0	0	226	60	25	4	137	41	35	6	96	50.26%	70.07%	73.28%
#144		377	0	0	377	42	41	1	293	16	7	9	277	84.97%	94.54%	97.54%
#145		481	0	0	481	40	32	1	408	37	36	1	371	83.00%	90.93%	91.15%
#146		22	0	0	22	2	1	0	19	5	4	1	14	70.00%	73.68%	77.78%
#147		8	0	0	8	1	1	0	6	0	0	0	6	85.71%	100.00%	100.00%
#148		512	0	0	512	49	30	12	421	61	55	6	360	77.59%	85.51%	86.75%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#149		1415	0	0	1415	111	61	3	1240	140	121	19	1100	82.58%	88.71%	90.09%
#150		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#151		41	0	0	41	2	3	0	36	9	9	0	27	71.05%	75.00%	75.00%
#152		6906	0	0	6906	158	498	5	6245	648	520	128	5597	89.20%	89.62%	91.50%
#153		3859	0	0	3859	313	206	18	3322	706	674	32	2616	72.61%	78.75%	79.51%
#154		0	67	0	67	36	24	3	4	2	1	1	2	5.13%	50.00%	66.67%
#155		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#156		21	0	0	21	6	1	0	14	3	3	0	11	55.00%	78.57%	78.57%
#157		8	0	0	8	3	1	0	4	0	0	0	4	57.14%	100.00%	100.00%
#158		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#159		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#160		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#161		85	0	0	85	21	8	1	55	20	17	3	35	47.95%	63.64%	67.31%
#162		334	0	0	334	31	9	2	292	12	7	5	280	88.05%	95.89%	97.56%
#163		1382	0	0	1382	156	104	2	1120	51	41	10	1069	84.44%	95.45%	96.31%
#164		112	0	0	112	30	13	0	69	14	13	1	55	56.12%	79.71%	80.88%
#165		128	0	0	128	40	25	2	61	27	16	11	34	37.78%	55.74%	68.00%
#166		162	0	0	162	24	16	1	121	39	36	3	82	57.75%	67.77%	69.49%
#167		14	0	0	14	0	1	0	13	0	0	0	13	100.00%	100.00%	100.00%
#168		28	0	0	28	0	0	0	28	12	11	1	16	59.26%	57.14%	59.26%
#169		9	0	0	9	3	1	0	5	0	0	0	5	62.50%	100.00%	100.00%
#170		7	0	0	7	0	2	1	4	1	0	1	3	100.00%	75.00%	100.00%
#171		197	0	0	197	18	9	0	170	20	15	5	150	81.97%	88.24%	90.91%
#172		1693	0	0	1693	120	81	1	1491	68	48	20	1423	89.44%	95.44%	96.74%
#173		28	0	0	28	6	5	1	16	2	2	0	14	63.64%	87.50%	87.50%
#174		737	0	0	737	76	16	5	640	83	82	1	557	77.90%	87.03%	87.17%
#175		635	0	0	635	54	109	2	470	32	19	13	438	85.71%	93.19%	95.84%
#176		1686	0	0	1686	164	128	2	1392	87	68	19	1305	84.91%	93.75%	95.05%
#177		339	0	0	339	12	24	1	302	48	47	1	254	81.15%	84.11%	84.39%
#178		502	0	0	502	47	58	4	393	23	20	3	370	84.67%	94.15%	94.87%
#179		0	4021	0	4021	141	958	1	2921	662	559	103	2259	76.34%	77.34%	80.16%
#180		113	0	0	113	6	16	1	90	28	27	1	62	65.26%	68.89%	69.66%
#181		77	0	0	77	5	4	0	68	6	5	1	62	86.11%	91.18%	92.54%
#182		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#183		26	0	0	26	1	2	0	23	5	5	0	18	75.00%	78.26%	78.26%
#184		1642	0	0	1642	102	89	3	1448	90	76	14	1358	88.41%	93.78%	94.70%
#185		0	0	836	836	5	38	0	793	72	71	1	721	90.46%	90.92%	91.04%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#186		47	0	0	47	1	2	1	43	11	9	2	32	76.19%	74.42%	78.05%
#187		995	0	0	995	60	32	6	897	72	69	3	825	86.48%	91.97%	92.28%
#188		0	0	905	905	113	6	89	697	433	365	68	264	35.58%	37.88%	41.97%
#189		74	0	0	74	10	20	1	43	4	3	1	39	75.00%	90.70%	92.86%
#190		480	0	0	480	50	35	3	392	70	59	11	322	74.71%	82.14%	84.51%
#191		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#192		173	0	0	173	18	8	0	147	13	8	5	134	83.75%	91.16%	94.37%
#193		1124	0	0	1124	127	159	0	838	27	23	4	811	84.39%	96.78%	97.24%
#194		3543	0	0	3543	428	267	35	2813	179	117	62	2634	82.86%	93.64%	95.75%
#195		0	0	133	133	46	40	1	46	8	4	4	38	43.18%	82.61%	90.48%
#196		0	0	14	14	3	5	0	6	1	0	1	5	62.50%	83.33%	100.00%
#197		0	0	21	21	2	6	1	12	1	1	0	11	78.57%	91.67%	91.67%
#198		0	0	17	17	3	1	1	12	7	2	5	5	50.00%	41.67%	71.43%
#199		0	0	17	17	4	4	0	9	5	3	2	4	36.36%	44.44%	57.14%
#200		0	0	26	26	12	0	0	14	4	3	1	10	40.00%	71.43%	76.92%
#201		122	0	0	122	15	33	3	71	14	8	6	57	71.25%	80.28%	87.69%
#202		25	0	0	25	0	1	0	24	1	0	1	23	100.00%	95.83%	100.00%
#203		31	0	0	31	2	3	0	26	5	1	4	21	87.50%	80.77%	95.45%
#204		28	0	0	28	4	2	0	22	2	1	1	20	80.00%	90.91%	95.24%
#205		48	0	0	48	20	10	0	18	8	6	2	10	27.78%	55.56%	62.50%
#206		42	0	0	42	2	8	1	31	10	6	4	21	72.41%	67.74%	77.78%
#207		0	0	157	157	3	15	0	139	24	20	4	115	83.33%	82.73%	85.19%
#208		8	0	0	8	0	0	0	8	2	2	0	6	75.00%	75.00%	75.00%
#209		854	0	0	854	67	22	5	760	85	75	10	675	82.62%	88.82%	90.00%
#210		141	0	0	141	10	0	0	131	6	6	0	125	88.65%	95.42%	95.42%
#211		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#212		6	0	0	6	0	0	0	6	1	1	0	5	83.33%	83.33%	83.33%
#213		0	0	1636	1636	28	166	0	1442	73	58	15	1369	94.09%	94.94%	95.94%
#214		165	0	0	165	10	12	3	140	10	5	5	130	89.66%	92.86%	96.30%
#215		189	0	0	189	11	10	0	168	26	24	2	142	80.23%	84.52%	85.54%
#216		108	0	0	108	23	24	0	61	9	6	3	52	64.20%	85.25%	89.66%
#217		5305	0	0	5305	388	767	17	4133	2080	237	1843	2053	76.66%	49.67%	89.65%
#218		52	0	0	52	7	2	0	43	12	7	5	31	68.89%	72.09%	81.58%
#219		14	0	0	14	3	2	0	9	2	2	0	7	58.33%	77.78%	77.78%
#220		3005	0	0	3005	182	404	4	2415	166	144	22	2249	87.34%	93.13%	93.98%
#221		0	0	145	145	51	33	3	58	41	36	5	17	16.35%	29.31%	32.08%
#222		8185	0	0	8185	1420	540	130	6095	2049	1908	141	4046	54.87%	66.38%	67.95%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#223		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
#224		10	0	0	10	2	3	1	4	1	0	1	3	60.00%	75.00%	100.00%
#225		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#226		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#227		0	0	4213	4213	75	88	21	4029	672	625	47	3357	82.75%	83.32%	84.30%
#228		8867	0	0	8867	740	337	3	7787	1052	1020	32	6735	79.28%	86.49%	86.85%
#229		56	0	0	56	3	5	0	48	3	2	1	45	90.00%	93.75%	95.74%
#230		68	0	0	68	16	7	0	45	11	7	4	34	59.65%	75.56%	82.93%
#231		312	0	0	312	10	49	2	251	22	19	3	229	88.76%	91.24%	92.34%
#232		0	0	27	27	20	1	2	4	1	1	0	3	12.50%	75.00%	75.00%
#233		43	0	0	43	7	3	0	33	15	14	1	18	46.15%	54.55%	56.25%
#234		0	0	4	4	1	0	0	3	2	2	0	1	25.00%	33.33%	33.33%
#235		8	0	0	8	1	0	0	7	6	4	2	1	16.67%	14.29%	20.00%
#236		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#237		748	0	0	748	52	53	7	636	374	276	98	262	44.41%	41.19%	48.70%
#238		70	0	0	70	3	2	0	65	1	0	1	64	95.52%	98.46%	100.00%
#239		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#240		0	0	4	4	0	1	0	3	2	1	1	1	50.00%	33.33%	50.00%
#241		5	0	0	5	1	0	0	4	2	2	0	2	40.00%	50.00%	50.00%
#242		0	0	5	5	0	0	1	4	1	1	0	3	75.00%	75.00%	75.00%
#243		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#244		0	0	25	25	0	2	4	19	13	11	2	6	35.29%	31.58%	35.29%
#245		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#246		66	0	0	66	20	3	3	40	7	5	2	33	56.90%	82.50%	86.84%
#247		0	0	3776	3776	11	457	50	3258	1349	1087	262	1909	63.49%	58.59%	63.72%
#248		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#249		12	0	0	12	1	1	0	10	3	2	1	7	70.00%	70.00%	77.78%
#250		87	0	0	87	7	11	1	68	25	18	7	43	63.24%	63.24%	70.49%
#251		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#252		1873	0	0	1873	137	173	10	1553	132	85	47	1421	86.49%	91.50%	94.36%
#253		2175	0	0	2175	214	226	42	1693	338	194	144	1355	76.86%	80.04%	87.48%
#254		312	0	0	312	55	35	2	220	47	32	15	173	66.54%	78.64%	84.39%
#255		338	0	0	338	49	14	2	273	42	38	4	231	72.64%	84.62%	85.87%
#256		0	0	19	19	14	1	1	3	2	0	2	1	6.67%	33.33%	100.00%
#257		0	0	12	12	9	1	0	2	0	0	0	2	18.18%	100.00%	100.00%
#258		0	0	5	5	5	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#259		144	0	0	144	39	46	0	59	22	14	8	37	41.11%	62.71%	72.55%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#260		24	0	0	24	11	2	0	11	4	2	2	7	35.00%	63.64%	77.78%
#261		6	0	0	6	0	0	1	5	3	2	1	2	50.00%	40.00%	50.00%
#262		124	0	0	124	24	18	0	82	27	19	8	55	56.12%	67.07%	74.32%
#263		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#264		15	0	0	15	1	7	0	7	6	4	2	1	16.67%	14.29%	20.00%
#265		19	0	0	19	6	2	1	10	6	3	3	4	30.77%	40.00%	57.14%
#266		105	0	0	105	5	21	0	79	14	12	2	65	79.27%	82.28%	84.42%
#267		393	0	0	393	65	47	2	279	96	66	30	183	58.28%	65.59%	73.49%
#268		44	0	0	44	9	7	4	24	6	4	2	18	58.06%	75.00%	81.82%
#269		11	0	0	11	0	0	3	8	1	1	0	7	87.50%	87.50%	87.50%
#270		302	0	0	302	17	29	0	256	39	35	4	217	80.67%	84.77%	86.11%
#271		0	28842	0	28842	1043	3263	24	24512	9365	7572	1793	15147	63.74%	61.79%	66.67%
#272		20	0	0	20	2	4	1	13	11	8	3	2	16.67%	15.38%	20.00%
#273		4	0	0	4	0	0	0	4	4	2	2	0	0.00%	0.00%	0.00%
#274		0	2164	0	2164	235	136	0	1793	269	210	59	1524	77.40%	85.00%	87.89%
#275		0	9989	0	9989	381	1843	0	7765	2205	1369	836	5560	76.06%	71.60%	80.24%
#276		74	0	0	74	10	7	1	56	11	8	3	45	71.43%	80.36%	84.91%
#277		840	0	0	840	178	142	1	519	30	24	6	489	70.77%	94.22%	95.32%
#278		89	0	0	89	10	11	0	68	29	18	11	39	58.21%	57.35%	68.42%
#279		9	0	0	9	5	1	0	3	2	1	1	1	14.29%	33.33%	50.00%
#280		57	0	0	57	4	10	1	42	9	9	0	33	71.74%	78.57%	78.57%
#281		149	0	0	149	21	25	8	95	26	22	4	69	61.61%	72.63%	75.82%
#282		137	0	0	137	13	11	0	113	45	41	4	68	55.74%	60.18%	62.39%
#283		160	0	0	160	8	16	0	136	30	26	4	106	75.71%	77.94%	80.30%
#284		0	0	23	23	1	0	0	22	5	3	2	17	80.95%	77.27%	85.00%
#285		19	0	0	19	4	0	1	14	1	1	0	13	72.22%	92.86%	92.86%
#286		9	0	0	9	4	1	0	4	4	3	1	0	0.00%	0.00%	0.00%
#287		38	0	0	38	2	3	0	33	1	1	0	32	91.43%	96.97%	96.97%
#288		18	0	0	18	4	0	0	14	2	2	0	12	66.67%	85.71%	85.71%
#289		31	0	0	31	5	1	0	25	1	1	0	24	80.00%	96.00%	96.00%
#290		261	0	0	261	48	18	20	175	141	116	25	34	17.17%	19.43%	22.67%
#291		675	0	0	675	56	47	6	566	213	165	48	353	61.50%	62.37%	68.15%
#292		2184	0	0	2184	248	214	18	1704	618	476	142	1086	60.00%	63.73%	69.53%
#293		80	0	0	80	0	30	3	47	21	7	14	26	78.79%	55.32%	78.79%
#294		1029	0	0	1029	147	150	19	713	351	248	103	362	47.82%	50.77%	59.34%
#295		0	45	0	45	13	8	0	24	16	14	2	8	22.86%	33.33%	36.36%
#296		0	291	0	291	61	42	2	186	98	82	16	88	38.10%	47.31%	51.76%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#297		875	0	0	875	150	98	20	607	219	166	53	388	55.11%	63.92%	70.04%
#298		2104	0	0	2104	334	237	38	1495	653	535	118	842	49.21%	56.32%	61.15%
#299		0	1179	0	1179	138	120	38	883	514	456	58	369	38.32%	41.79%	44.73%
#300		427	0	0	427	57	48	21	301	134	94	40	167	52.52%	55.48%	63.98%
#301		626	0	0	626	85	76	21	444	199	165	34	245	49.49%	55.18%	59.76%
#302		4	0	0	4	1	1	0	2	1	1	0	1	33.33%	50.00%	50.00%
#303		319	0	0	319	32	33	8	246	121	60	61	125	57.60%	50.81%	67.57%
#304		0	0	8899	8899	42	280	14	8563	1025	984	41	7538	88.02%	88.03%	88.45%
#305		3053	0	0	3053	251	154	60	2588	604	525	79	1984	71.88%	76.66%	79.08%
#306		720	0	0	720	23	54	4	639	88	79	9	551	84.38%	86.23%	87.46%
#307		84	0	0	84	8	4	0	72	18	16	2	54	69.23%	75.00%	77.14%
#308		0	0	17	17	2	2	2	11	9	2	7	2	33.33%	18.18%	50.00%
#309		21	0	0	21	3	4	1	13	5	5	0	8	50.00%	61.54%	61.54%
#310		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#311		0	2339	0	2339	263	174	1	1901	1206	1043	163	695	34.73%	36.56%	39.99%
#312		2747	0	0	2747	203	150	26	2368	753	659	94	1615	65.20%	68.20%	71.02%
#313		952	0	0	952	91	78	2	781	80	70	10	701	81.32%	89.76%	90.92%
#314		8	0	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
#315		16	0	0	16	2	3	0	11	0	0	0	11	84.62%	100.00%	100.00%
#316		129	0	0	129	10	8	0	111	5	4	1	106	88.33%	95.50%	96.36%
#317		83	0	0	83	10	2	2	69	22	21	1	47	60.26%	68.12%	69.12%
#318		2419	0	0	2419	261	165	12	1981	130	103	27	1851	83.57%	93.44%	94.73%
#319		407	0	0	407	24	56	5	322	72	56	16	250	75.76%	77.64%	81.70%
#320		19	0	0	19	0	2	0	17	17	9	8	0	0.00%	0.00%	0.00%
#321		372	0	0	372	10	14	1	347	17	13	4	330	93.48%	95.10%	96.21%
#322		358	0	0	358	2	42	1	313	33	30	3	280	89.74%	89.46%	90.32%
#323		272	0	0	272	41	12	0	219	13	9	4	206	80.47%	94.06%	95.81%
#324		832	0	0	832	147	80	7	598	77	60	17	521	71.57%	87.12%	89.67%
#325		196	0	0	196	12	14	1	169	9	7	2	160	89.39%	94.67%	95.81%
#326		531	0	0	531	54	7	0	470	27	25	2	443	84.87%	94.26%	94.66%
#327		7	0	0	7	0	1	0	6	4	1	3	2	66.67%	33.33%	66.67%
#328		82	0	0	82	26	13	0	43	13	11	2	30	44.78%	69.77%	73.17%
#329		6	0	0	6	1	1	0	4	1	1	0	3	60.00%	75.00%	75.00%
#330		90	0	0	90	19	12	0	59	5	2	3	54	72.00%	91.53%	96.43%
#331		78	0	0	78	10	6	1	61	7	6	1	54	77.14%	88.52%	90.00%
#332		169	0	0	169	29	5	0	135	10	10	0	125	76.22%	92.59%	92.59%
#333		20	0	0	20	6	4	0	10	4	2	2	6	42.86%	60.00%	75.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#334		0	0	39	39	2	16	7	14	4	3	1	10	66.67%	71.43%	76.92%
#335		0	0	21	21	3	4	6	8	5	3	2	3	33.33%	37.50%	50.00%
#336		917	0	0	917	121	181	14	601	107	63	44	494	72.86%	82.20%	88.69%
#337		256	0	0	256	3	48	34	171	138	75	63	33	29.73%	19.30%	30.56%
#338		48	0	0	48	3	16	0	29	9	9	0	20	62.50%	68.97%	68.97%
#339		105	0	0	105	12	10	0	83	14	14	0	69	72.63%	83.13%	83.13%
#340		811	0	0	811	84	52	0	675	62	46	16	613	82.50%	90.81%	93.02%
#341		37	0	0	37	2	2	1	32	19	16	3	13	41.94%	40.63%	44.83%
#342		543	0	0	543	40	23	3	477	106	93	13	371	73.61%	77.78%	79.96%
#343		110	0	0	110	7	21	0	82	2	2	0	80	89.89%	97.56%	97.56%
#344		1084	0	0	1084	79	83	3	919	32	30	2	887	89.06%	96.52%	96.73%
#345		293	0	0	293	32	45	8	208	83	65	18	125	56.31%	60.10%	65.79%
#346		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#347		1321	0	0	1321	155	36	8	1122	292	278	14	830	65.72%	73.98%	74.91%
#348		75	0	0	75	12	7	1	55	31	24	7	24	40.00%	43.64%	50.00%
#349		0	0	3	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
#350		89	0	0	89	9	2	6	72	27	16	11	45	64.29%	62.50%	73.77%
#351		37	0	0	37	4	1	0	32	3	3	0	29	80.56%	90.63%	90.63%
#352		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#353		360	0	0	360	32	33	1	294	25	18	7	269	84.33%	91.50%	93.73%
#354		4	0	0	4	0	0	0	4	2	1	1	2	66.67%	50.00%	66.67%
#355		29278	0	0	29278	2203	3983	355	22737	12173	9464	2709	10564	47.52%	46.46%	52.75%
#356		259	0	0	259	17	21	1	220	56	38	18	164	74.89%	74.55%	81.19%
#357		22	0	0	22	1	3	1	17	8	6	2	9	56.25%	52.94%	60.00%
#358		24	0	0	24	1	2	0	21	13	11	2	8	40.00%	38.10%	42.11%
#359		395	0	0	395	26	21	3	345	166	147	19	179	50.85%	51.88%	54.91%
#360		16	0	0	16	2	0	0	14	6	4	2	8	57.14%	57.14%	66.67%
#361		0	0	772	772	1	49	0	722	88	86	2	634	87.93%	87.81%	88.06%
#362		68	0	0	68	4	2	2	60	10	9	1	50	79.37%	83.33%	84.75%
#363		1090	0	0	1090	150	91	7	842	51	43	8	791	80.39%	93.94%	94.84%
#364		0	0	1539	1539	135	109	23	1272	331	295	36	941	68.64%	73.98%	76.13%
#365		31	0	0	31	0	9	0	22	3	3	0	19	86.36%	86.36%	86.36%
#366		30	0	0	30	2	2	1	25	7	5	2	18	72.00%	72.00%	78.26%
#367		230	0	0	230	2	9	2	217	79	76	3	138	63.89%	63.59%	64.49%
#368		698	0	0	698	51	49	1	597	52	23	29	545	88.05%	91.29%	95.95%
#369		0	404	0	404	250	28	6	120	84	52	32	36	10.65%	30.00%	40.91%
#370		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#371		745	0	0	745	118	72	11	544	186	145	41	358	57.65%	65.81%	71.17%
#372		0	0	1142	1142	3	54	0	1085	128	124	4	957	88.28%	88.20%	88.53%
#373		129	0	0	129	6	5	7	111	27	27	0	84	71.79%	75.68%	75.68%
#374		390	0	0	390	38	8	2	342	39	32	7	303	81.23%	88.60%	90.45%
#375		0	0	324	324	2	28	0	294	25	21	4	269	92.12%	91.50%	92.76%
#376		12	0	0	12	4	1	0	7	0	0	0	7	63.64%	100.00%	100.00%
#377		29	0	0	29	3	3	1	22	5	4	1	17	70.83%	77.27%	80.95%
#378		329	0	0	329	46	17	0	266	26	15	11	240	79.73%	90.23%	94.12%
#379		296	0	0	296	13	2	1	280	31	30	1	249	85.27%	88.93%	89.25%
#380		446	0	0	446	24	13	0	409	51	51	0	358	82.68%	87.53%	87.53%
#381		147	0	0	147	23	12	0	112	8	5	3	104	78.79%	92.86%	95.41%
#382		187	0	0	187	46	5	0	136	12	7	5	124	70.06%	91.18%	94.66%
#383		0	0	11047	11047	1104	1040	30	8873	7849	5391	2458	1024	13.62%	11.54%	15.96%
#384		0	0	144	144	63	23	2	56	29	16	13	27	25.47%	48.21%	62.79%
#385		9426	0	0	9426	412	459	28	8527	1331	1031	300	7196	83.30%	84.39%	87.47%
#386		700	0	0	700	108	117	10	465	184	140	44	281	53.12%	60.43%	66.75%
#387		14	0	0	14	1	1	0	12	4	4	0	8	61.54%	66.67%	66.67%
#388		87	0	0	87	9	1	3	74	23	21	2	51	62.96%	68.92%	70.83%
#389		10	0	0	10	0	2	0	8	1	1	0	7	87.50%	87.50%	87.50%
#390		15	0	0	15	3	4	1	7	2	2	0	5	50.00%	71.43%	71.43%
#391		12	0	0	12	7	1	0	4	0	0	0	4	36.36%	100.00%	100.00%
#392		0	281	0	281	4	38	12	227	94	61	33	133	67.17%	58.59%	68.56%
#393		1814	0	0	1814	78	132	9	1595	265	239	26	1330	80.75%	83.39%	84.77%
#394		10	0	0	10	0	7	0	3	2	2	0	1	33.33%	33.33%	33.33%
#395		257	0	0	257	39	28	0	190	26	22	4	164	72.89%	86.32%	88.17%
#396		51	0	0	51	17	6	0	28	9	7	2	19	44.19%	67.86%	73.08%
#397		290	0	0	290	12	23	0	255	47	41	6	208	79.69%	81.57%	83.53%
#398		68	0	0	68	7	10	2	49	7	6	1	42	76.36%	85.71%	87.50%
#399		15	0	0	15	1	1	0	13	6	3	3	7	63.64%	53.85%	70.00%
#400		1793	0	0	1793	35	171	3	1584	163	95	68	1421	91.62%	89.71%	93.73%
#401		958	0	0	958	83	26	4	845	102	94	8	743	80.76%	87.93%	88.77%
#402		17	0	0	17	2	8	0	7	1	0	1	6	75.00%	85.71%	100.00%
#403		630	0	0	630	27	49	2	552	46	43	3	506	87.85%	91.67%	92.17%
#404		915	0	0	915	71	112	7	725	473	361	112	252	36.84%	34.76%	41.11%
#405		2	0	0	2	0	0	1	1	1	0	1	0	0.00%	0.00%	0.00%
#406		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#407		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%

ORDERING

 REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 07/01/2001 - 07/31/2001

 Exhibit AJV-3
 Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#408		7	0	0	7	1	2	0	4	1	1	0	3	60.00%	75.00%	75.00%
#409		44	0	0	44	13	5	2	24	7	6	1	17	47.22%	70.83%	73.91%
#410		726	0	0	726	43	38	11	634	104	98	6	530	78.99%	83.60%	84.39%
#411		361	0	0	361	53	27	3	278	54	43	11	224	70.00%	80.58%	83.90%
#412		0	49	0	49	14	13	0	22	4	3	1	18	51.43%	81.82%	85.71%
#413		0	562	0	562	329	83	5	145	46	27	19	99	21.76%	68.28%	78.57%
#414		0	137	0	137	39	42	0	56	15	7	8	41	47.13%	73.21%	85.42%
#415		36	0	0	36	4	8	0	24	11	7	4	13	54.17%	54.17%	65.00%
#416		8	0	0	8	0	1	0	7	3	3	0	4	57.14%	57.14%	57.14%
#417		441	0	0	441	88	59	18	276	134	104	30	142	42.51%	51.45%	57.72%
#418		0	114	0	114	15	23	0	76	34	20	14	42	54.55%	55.26%	67.74%
#419		0	1379	0	1379	85	301	0	993	757	118	639	236	53.76%	23.77%	66.67%
#420		0	12	0	12	0	2	0	10	2	1	1	8	88.89%	80.00%	88.89%
#421		0	11	0	11	3	1	0	7	5	1	4	2	33.33%	28.57%	66.67%
#422		0	65	0	65	3	9	0	53	32	18	14	21	50.00%	39.62%	53.85%
#423		0	66	0	66	9	7	0	50	31	16	15	19	43.18%	38.00%	54.29%
#424		63	0	0	63	5	11	0	47	19	6	13	28	71.79%	59.57%	82.35%
#425		1081	0	0	1081	53	115	11	902	245	101	144	657	81.01%	72.84%	86.68%
#426		12	0	0	12	0	0	1	11	4	2	2	7	77.78%	63.64%	77.78%
#427		6	0	0	6	0	1	0	5	2	0	2	3	100.00%	60.00%	100.00%
#428		12	0	0	12	3	2	0	7	3	2	1	4	44.44%	57.14%	66.67%
#429		52	0	0	52	2	3	2	45	21	7	14	24	72.73%	53.33%	77.42%
#430		26	0	0	26	4	2	0	20	7	2	5	13	68.42%	65.00%	86.67%
#431		9	0	0	9	1	0	0	8	4	1	3	4	66.67%	50.00%	80.00%
#432		28	0	0	28	2	4	1	21	4	3	1	17	77.27%	80.95%	85.00%
LENS Subtotal		239417	0	0	239417	23042	21282	1678	193415	44301	35374	8927	149114	71.85%	77.10%	80.83%
EDI Subtotal		0	70602	0	70602	5354	11187	140	53921	18896	14483	4413	35025	63.84%	64.99%	70.78%
TAG Subtotal		0	0	47048	47048	3176	3782	383	39707	14810	11258	3552	24897	63.30%	62.70%	68.86%
TOTAL INTERFACES		239417	70602	47048	357067	31572	36251	2201	287043	78007	61115	16892	209036	69.28%	72.82%	77.38%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		3	0	0	3	1	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#2		435	0	0	435	6	30	2	397	77	66	11	320	81.63%	80.60%	82.90%
#3		106	0	0	106	5	9	0	92	2	2	0	90	92.78%	97.83%	97.83%
#4		17	0	0	17	3	2	0	12	1	1	0	11	73.33%	91.67%	91.67%
#5		1677	0	0	1677	153	60	2	1462	57	42	15	1405	87.81%	96.10%	97.10%
#6		0	0	217	217	19	31	2	165	80	64	16	85	50.60%	51.52%	57.05%
#7		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#8		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#9		211	0	0	211	18	42	9	142	47	41	6	95	61.69%	66.90%	69.85%
#10		156	0	0	156	14	6	4	132	93	79	14	39	29.55%	29.55%	33.05%
#11		11	0	0	11	1	0	0	10	4	4	0	6	54.55%	60.00%	60.00%
#12		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#13		345	0	0	345	30	23	9	283	72	61	11	211	69.87%	74.56%	77.57%
#14		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#15		111	0	0	111	4	35	1	71	21	15	6	50	72.46%	70.42%	76.92%
#16		12	0	0	12	1	2	0	9	8	5	3	1	14.29%	11.11%	16.67%
#17		117	0	0	117	29	3	0	85	11	9	2	74	66.07%	87.06%	89.16%
#18		625	0	0	625	60	32	0	533	10	10	0	523	88.20%	98.12%	98.12%
#19		0	9	0	9	0	4	0	5	3	0	3	2	100.00%	40.00%	100.00%
#20		372	0	0	372	19	21	0	332	16	10	6	316	91.59%	95.18%	96.93%
#21		693	0	0	693	24	15	3	651	64	63	1	587	87.09%	90.17%	90.31%
#22		410	0	0	410	36	13	4	357	71	68	3	286	73.33%	80.11%	80.79%
#23		387	0	0	387	12	16	2	357	146	143	3	211	57.65%	59.10%	59.60%
#24		186	0	0	186	4	13	1	168	33	27	6	135	81.33%	80.36%	83.33%
#25		117	0	0	117	24	8	1	84	10	6	4	74	71.15%	88.10%	92.50%
#26		2091	0	0	2091	185	82	9	1815	175	133	42	1640	83.76%	90.36%	92.50%
#27		0	0	608	608	7	63	0	538	17	12	5	521	96.48%	96.84%	97.75%
#28		459	0	0	459	101	55	4	299	48	32	16	251	65.36%	83.95%	88.69%
#29		0	55	0	55	2	4	0	49	5	4	1	44	88.00%	89.80%	91.67%
#30		169	0	0	169	1	2	0	166	102	100	2	64	38.79%	38.55%	39.02%
#31		178	0	0	178	11	15	0	152	10	9	1	142	87.65%	93.42%	94.04%
#32		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#33		1584	0	0	1584	53	131	1	1399	88	78	10	1311	90.92%	93.71%	94.38%
#34		120	0	0	120	8	9	1	102	22	21	1	80	73.39%	78.43%	79.21%
#35		169	0	0	169	12	12	1	144	22	17	5	122	80.79%	84.72%	87.77%
#36		35	0	0	35	2	3	0	30	2	2	0	28	87.50%	93.33%	93.33%
#37		7	0	0	7	0	2	0	5	0	0	0	5	100.00%	100.00%	100.00%
#38		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#39		979	0	0	979	114	69	5	791	103	97	6	688	76.53%	86.98%	87.64%
#40		136	0	0	136	30	39	1	66	16	4	12	50	59.52%	75.76%	92.59%
#41		236	0	0	236	4	6	0	226	25	19	6	201	89.73%	88.94%	91.36%
#42		29424	0	0	29424	3204	2320	91	23809	4437	4173	264	19372	72.42%	81.36%	82.28%
#43		17	0	0	17	4	1	1	11	6	5	1	5	35.71%	45.45%	50.00%
#44		117	0	0	117	5	18	0	94	10	9	1	84	85.71%	89.36%	90.32%
#45		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#46		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#47		115	0	0	115	9	15	4	87	33	27	6	54	60.00%	62.07%	66.67%
#48		67	0	0	67	6	4	0	57	13	12	1	44	70.97%	77.19%	78.57%
#49		110	0	0	110	5	4	0	101	5	5	0	96	90.57%	95.05%	95.05%
#50		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#51		3386	0	0	3386	396	188	19	2783	650	578	72	2133	68.65%	76.64%	78.68%
#52		724	0	0	724	63	47	3	611	51	47	4	560	83.58%	91.65%	92.26%
#53		0	0	3	3	0	2	0	1	1	0	1	0	0.00%	0.00%	0.00%
#54		0	0	2320	2320	276	170	47	1827	407	322	85	1420	70.37%	77.72%	81.52%
#55		60	0	0	60	17	36	1	6	2	0	2	4	19.05%	66.67%	100.00%
#56		14477	0	0	14477	315	1441	11	12710	2589	2544	45	10121	77.97%	79.63%	79.91%
#57		7609	0	0	7609	805	1558	1	5245	170	100	70	5075	84.87%	96.76%	98.07%
#58		1114	0	0	1114	95	48	1	970	48	32	16	922	87.89%	95.05%	96.65%
#59		0	6018	0	6018	268	1474	3	4273	1099	938	161	3174	72.47%	74.28%	77.19%
#60		0	8780	0	8780	358	2098	4	6320	1834	1567	267	4486	69.97%	70.98%	74.11%
#61		195	0	0	195	14	14	0	167	20	19	1	147	81.67%	88.02%	88.55%
#62		322	0	0	322	16	17	3	286	87	83	4	199	66.78%	69.58%	70.57%
#63		457	0	0	457	47	51	1	358	48	41	7	310	77.89%	86.59%	88.32%
#64		65	0	0	65	1	7	0	57	2	2	0	55	94.83%	96.49%	96.49%
#65		0	0	414	414	17	33	0	364	10	10	0	354	92.91%	97.25%	97.25%
#66		29	0	0	29	0	3	3	23	1	0	1	22	100.00%	95.65%	100.00%
#67		0	0	62	62	13	2	0	47	8	7	1	39	66.10%	82.98%	84.78%
#68		20	0	0	20	5	2	0	13	0	0	0	13	72.22%	100.00%	100.00%
#69		50	0	0	50	5	8	2	35	10	7	3	25	67.57%	71.43%	78.13%
#70		0	0	5	5	0	2	0	3	1	1	0	2	66.67%	66.67%	66.67%
#71		7	0	0	7	1	3	0	3	0	0	0	3	75.00%	100.00%	100.00%
#72		16	0	0	16	4	3	0	9	1	1	0	8	61.54%	88.89%	88.89%
#73		61	0	0	61	4	2	0	55	6	5	1	49	84.48%	89.09%	90.74%
#74		5	0	0	5	0	0	0	5	3	3	0	2	40.00%	40.00%	40.00%
#75		51	0	0	51	3	10	2	36	6	4	2	30	81.08%	83.33%	88.24%
#76		265	0	0	265	24	32	2	207	26	21	5	181	80.09%	87.44%	89.60%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#77		1805	0	0	1805	185	225	1	1394	201	144	57	1193	78.38%	85.58%	89.23%
#78		0	139	0	139	9	44	3	83	21	15	6	62	72.09%	74.70%	80.52%
#79		8	0	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#80		377	0	0	377	42	41	1	293	16	7	9	277	84.97%	94.54%	97.54%
#81		481	0	0	481	40	32	1	408	37	36	1	371	83.00%	90.93%	91.15%
#82		22	0	0	22	2	1	0	19	5	4	1	14	70.00%	73.68%	77.78%
#83		508	0	0	508	49	29	12	418	58	53	5	360	77.92%	86.12%	87.17%
#84		1414	0	0	1414	111	61	3	1239	139	120	19	1100	82.64%	88.78%	90.16%
#85		41	0	0	41	2	3	0	36	9	9	0	27	71.05%	75.00%	75.00%
#86		6906	0	0	6906	158	498	5	6245	648	520	128	5597	89.20%	89.62%	91.50%
#87		3859	0	0	3859	313	206	18	3322	706	674	32	2616	72.61%	78.75%	79.51%
#88		25	0	0	25	6	3	1	15	4	3	1	11	55.00%	73.33%	78.57%
#89		334	0	0	334	31	9	2	292	12	7	5	280	88.05%	95.89%	97.56%
#90		1382	0	0	1382	156	104	2	1120	51	41	10	1069	84.44%	95.45%	96.31%
#91		70	0	0	70	25	4	0	41	22	13	9	19	33.33%	46.34%	59.38%
#92		197	0	0	197	18	9	0	170	20	15	5	150	81.97%	88.24%	90.91%
#93		1690	0	0	1690	119	80	1	1490	68	48	20	1422	89.49%	95.44%	96.73%
#94		28	0	0	28	6	5	1	16	2	2	0	14	63.64%	87.50%	87.50%
#95		729	0	0	729	76	14	5	634	80	79	1	554	78.14%	87.38%	87.52%
#96		631	0	0	631	54	108	2	467	32	19	13	435	85.63%	93.15%	95.81%
#97		1686	0	0	1686	164	128	2	1392	87	68	19	1305	84.91%	93.75%	95.05%
#98		339	0	0	339	12	24	1	302	48	47	1	254	81.15%	84.11%	84.39%
#99		502	0	0	502	47	58	4	393	23	20	3	370	84.67%	94.15%	94.87%
#100		0	4021	0	4021	141	958	1	2921	662	559	103	2259	76.34%	77.34%	80.16%
#101		113	0	0	113	6	16	1	90	28	27	1	62	65.26%	68.89%	69.66%
#102		77	0	0	77	5	4	0	68	6	5	1	62	86.11%	91.18%	92.54%
#103		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#104		1642	0	0	1642	102	89	3	1448	90	76	14	1358	88.41%	93.78%	94.70%
#105		0	0	836	836	5	38	0	793	72	71	1	721	90.46%	90.92%	91.04%
#106		47	0	0	47	1	2	1	43	11	9	2	32	76.19%	74.42%	78.05%
#107		976	0	0	976	56	27	5	888	71	68	3	817	86.82%	92.00%	92.32%
#108		74	0	0	74	10	20	1	43	4	3	1	39	75.00%	90.70%	92.86%
#109		480	0	0	480	50	35	3	392	70	59	11	322	74.71%	82.14%	84.51%
#110		173	0	0	173	18	8	0	147	13	8	5	134	83.75%	91.16%	94.37%
#111		1124	0	0	1124	127	159	0	838	27	23	4	811	84.39%	96.78%	97.24%
#112		3543	0	0	3543	428	267	35	2813	179	117	62	2634	82.86%	93.64%	95.75%
#113		0	0	2	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#114		0	0	157	157	3	15	0	139	24	20	4	115	83.33%	82.73%	85.19%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#115		8	0	0	8	0	0	0	8	2	2	0	6	75.00%	75.00%	75.00%
#116		847	0	0	847	65	21	5	756	85	75	10	671	82.74%	88.76%	89.95%
#117		136	0	0	136	10	0	0	126	6	6	0	120	88.24%	95.24%	95.24%
#118		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#119		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#120		0	0	1636	1636	28	166	0	1442	73	58	15	1369	94.09%	94.94%	95.94%
#121		165	0	0	165	10	12	3	140	10	5	5	130	89.66%	92.86%	96.30%
#122		186	0	0	186	11	10	0	165	23	22	1	142	81.14%	86.06%	86.59%
#123		81	0	0	81	14	19	0	48	4	2	2	44	73.33%	91.67%	95.65%
#124		5302	0	0	5302	388	767	17	4130	2077	234	1843	2053	76.75%	49.71%	89.77%
#125		52	0	0	52	7	2	0	43	12	7	5	31	68.89%	72.09%	81.58%
#126		3005	0	0	3005	182	404	4	2415	166	144	22	2249	87.34%	93.13%	93.98%
#127		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#128		397	0	0	397	88	34	1	274	57	47	10	217	61.65%	79.20%	82.20%
#129		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#130		0	0	4212	4212	75	88	21	4028	672	625	47	3356	82.74%	83.32%	84.30%
#131		8867	0	0	8867	740	337	3	7787	1052	1020	32	6735	79.28%	86.49%	86.85%
#132		55	0	0	55	3	5	0	47	3	2	1	44	89.80%	93.62%	95.65%
#133		64	0	0	64	16	6	0	42	9	5	4	33	61.11%	78.57%	86.84%
#134		288	0	0	288	9	38	0	241	20	18	2	221	89.11%	91.70%	92.47%
#135		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#136		3	0	0	3	0	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
#137		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#138		19	0	0	19	1	3	0	15	8	1	7	7	77.78%	46.67%	87.50%
#139		70	0	0	70	3	2	0	65	1	0	1	64	95.52%	98.46%	100.00%
#140		16	0	0	16	0	1	0	15	3	1	2	12	92.31%	80.00%	92.31%
#141		0	0	3744	3744	11	446	48	3239	1336	1074	262	1903	63.69%	58.75%	63.92%
#142		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#143		52	0	0	52	3	7	0	42	12	9	3	30	71.43%	71.43%	76.92%
#144		43	0	0	43	2	18	0	23	7	2	5	16	80.00%	69.57%	88.89%
#145		253	0	0	253	41	22	2	188	38	24	14	150	69.77%	79.79%	86.21%
#146		413	0	0	413	36	53	4	320	38	21	17	282	83.19%	88.13%	93.07%
#147		338	0	0	338	49	14	2	273	42	38	4	231	72.64%	84.62%	85.87%
#148		105	0	0	105	5	21	0	79	14	11	2	66	80.49%	83.54%	85.71%
#149		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#150		5	0	0	5	0	0	0	5	4	2	2	1	33.33%	20.00%	33.33%
#151		302	0	0	302	17	29	0	256	39	35	4	217	80.67%	84.77%	86.11%
#152		0	178	0	178	14	15	0	149	11	10	1	138	85.19%	92.62%	93.24%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#153		4	0	0	4	1	0	1	2	2	2	0	0	0.00%	0.00%	0.00%
#154		0	2164	0	2164	235	136	0	1793	269	210	59	1524	77.40%	85.00%	87.89%
#155		0	9989	0	9989	381	1843	0	7765	2205	1369	836	5560	76.06%	71.60%	80.24%
#156		74	0	0	74	10	7	1	56	11	8	3	45	71.43%	80.36%	84.91%
#157		840	0	0	840	178	142	1	519	30	24	6	489	70.77%	94.22%	95.32%
#158		49	0	0	49	3	6	1	39	8	8	0	31	73.81%	79.49%	79.49%
#159		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#160		137	0	0	137	13	11	0	113	45	41	4	68	55.74%	60.18%	62.39%
#161		137	0	0	137	7	13	0	117	18	16	2	99	81.15%	84.62%	86.09%
#162		34	0	0	34	2	0	0	32	1	1	0	31	91.18%	96.88%	96.88%
#163		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#164		31	0	0	31	5	1	0	25	1	1	0	24	80.00%	96.00%	96.00%
#165		188	0	0	188	7	10	18	153	129	111	18	24	16.90%	15.69%	17.78%
#166		22	0	0	22	2	8	0	12	7	1	6	5	62.50%	41.67%	83.33%
#167		183	0	0	183	7	16	1	159	81	48	33	78	58.65%	49.06%	61.90%
#168		0	4	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
#169		10	0	0	10	1	2	0	7	2	1	1	5	71.43%	71.43%	83.33%
#170		240	0	0	240	42	15	3	180	28	23	5	152	70.05%	84.44%	86.86%
#171		2	0	0	2	0	0	1	1	1	1	0	0	0.00%	0.00%	0.00%
#172		71	0	0	71	9	7	5	50	20	16	4	30	54.55%	60.00%	65.22%
#173		96	0	0	96	4	9	2	81	29	16	13	52	72.22%	64.20%	76.47%
#174		0	0	8899	8899	42	280	14	8563	1025	984	41	7538	88.02%	88.03%	88.45%
#175		3053	0	0	3053	251	154	60	2588	604	525	79	1984	71.88%	76.66%	79.08%
#176		716	0	0	716	22	54	4	636	87	78	9	549	84.59%	86.32%	87.56%
#177		83	0	0	83	8	4	0	71	17	15	2	54	70.13%	76.06%	78.26%
#178		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#179		13	0	0	13	0	4	0	9	1	1	0	8	88.89%	88.89%	88.89%
#180		0	2339	0	2339	263	174	1	1901	1206	1043	163	695	34.73%	36.56%	39.99%
#181		2747	0	0	2747	203	150	26	2368	753	659	94	1615	65.20%	68.20%	71.02%
#182		946	0	0	946	88	78	2	778	80	70	10	698	81.54%	89.72%	90.89%
#183		129	0	0	129	10	8	0	111	5	4	1	106	88.33%	95.50%	96.36%
#184		83	0	0	83	10	2	2	69	22	21	1	47	60.26%	68.12%	69.12%
#185		2416	0	0	2416	261	165	12	1978	128	102	26	1850	83.60%	93.53%	94.77%
#186		392	0	0	392	23	51	5	313	68	53	15	245	76.32%	78.27%	82.21%
#187		366	0	0	366	9	14	1	342	13	12	1	329	94.00%	96.20%	96.48%
#188		358	0	0	358	2	42	1	313	33	30	3	280	89.74%	89.46%	90.32%
#189		272	0	0	272	41	12	0	219	13	9	4	206	80.47%	94.06%	95.81%
#190		825	0	0	825	146	79	6	594	74	58	16	520	71.82%	87.54%	89.97%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#191		196	0	0	196	12	14	1	169	9	7	2	160	89.39%	94.67%	95.81%
#192		7	0	0	7	0	1	0	6	4	1	3	2	66.67%	33.33%	66.67%
#193		530	0	0	530	54	7	0	469	27	25	2	442	84.84%	94.24%	94.65%
#194		82	0	0	82	26	13	0	43	13	11	2	30	44.78%	69.77%	73.17%
#195		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%
#196		66	0	0	66	7	9	0	50	2	1	1	48	85.71%	96.00%	97.96%
#197		75	0	0	75	10	6	1	58	7	6	1	51	76.12%	87.93%	89.47%
#198		169	0	0	169	29	5	0	135	10	10	0	125	76.22%	92.59%	92.59%
#199		20	0	0	20	6	4	0	10	4	2	2	6	42.86%	60.00%	75.00%
#200		0	0	24	24	1	15	1	7	3	2	1	4	57.14%	57.14%	66.67%
#201		0	0	4	4	0	2	1	1	0	0	0	1	100.00%	100.00%	100.00%
#202		22	0	0	22	0	10	0	12	5	1	4	7	87.50%	58.33%	87.50%
#203		856	0	0	856	111	168	11	566	88	56	32	478	74.11%	84.45%	89.51%
#204		48	0	0	48	3	16	0	29	9	9	0	20	62.50%	68.97%	68.97%
#205		105	0	0	105	12	10	0	83	14	14	0	69	72.63%	83.13%	83.13%
#206		811	0	0	811	84	52	0	675	62	46	16	613	82.50%	90.81%	93.02%
#207		466	0	0	466	37	14	2	413	77	65	12	336	76.71%	81.36%	83.79%
#208		110	0	0	110	7	21	0	82	2	2	0	80	89.89%	97.56%	97.56%
#209		1084	0	0	1084	79	83	3	919	32	30	2	887	89.06%	96.52%	96.73%
#210		47	0	0	47	0	9	3	35	17	14	3	18	56.25%	51.43%	56.25%
#211		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#212		1321	0	0	1321	155	36	8	1122	292	278	14	830	65.72%	73.98%	74.91%
#213		14	0	0	14	2	1	0	11	6	6	0	5	38.46%	45.45%	45.45%
#214		0	0	3	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
#215		37	0	0	37	4	1	0	32	3	3	0	29	80.56%	90.63%	90.63%
#216		359	0	0	359	32	33	1	293	25	18	7	268	84.28%	91.47%	93.71%
#217		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#218		27603	0	0	27603	1978	3705	301	21619	11605	9006	2599	10014	47.69%	46.32%	52.65%
#219		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#220		122	0	0	122	0	8	0	114	32	30	2	82	73.21%	71.93%	73.21%
#221		10	0	0	10	0	0	0	10	5	3	2	5	62.50%	50.00%	62.50%
#222		0	0	772	772	1	49	0	722	88	86	2	634	87.93%	87.81%	88.06%
#223		68	0	0	68	4	2	2	60	10	9	1	50	79.37%	83.33%	84.75%
#224		1086	0	0	1086	147	91	7	841	51	43	8	790	80.61%	93.94%	94.84%
#225		0	0	1539	1539	135	109	23	1272	331	295	36	941	68.64%	73.98%	76.13%
#226		31	0	0	31	0	9	0	22	3	3	0	19	86.36%	86.36%	86.36%
#227		30	0	0	30	2	2	1	25	7	5	2	18	72.00%	72.00%	78.26%
#228		230	0	0	230	2	9	2	217	79	76	3	138	63.89%	63.59%	64.49%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#229		697	0	0	697	50	49	1	597	52	23	29	545	88.19%	91.29%	95.95%
#230		0	0	1142	1142	3	54	0	1085	128	124	4	957	88.28%	88.20%	88.53%
#231		129	0	0	129	6	5	7	111	27	27	0	84	71.79%	75.68%	75.68%
#232		390	0	0	390	38	8	2	342	39	32	7	303	81.23%	88.60%	90.45%
#233		0	0	324	324	2	28	0	294	25	21	4	269	92.12%	91.50%	92.76%
#234		8	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%
#235		28	0	0	28	2	3	1	22	5	4	1	17	73.91%	77.27%	80.95%
#236		329	0	0	329	46	17	0	266	26	15	11	240	79.73%	90.23%	94.12%
#237		296	0	0	296	13	2	1	280	31	30	1	249	85.27%	88.93%	89.25%
#238		446	0	0	446	24	13	0	409	51	51	0	358	82.68%	87.53%	87.53%
#239		147	0	0	147	23	12	0	112	8	5	3	104	78.79%	92.86%	95.41%
#240		187	0	0	187	46	5	0	136	12	7	5	124	70.06%	91.18%	94.66%
#241		0	0	4	4	2	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#242		0	0	57	57	21	10	0	26	11	7	4	15	34.88%	57.69%	68.18%
#243		50	0	0	50	2	37	1	10	2	2	0	8	66.67%	80.00%	80.00%
#244		388	0	0	388	28	69	8	283	108	78	30	175	62.28%	61.84%	69.17%
#245		14	0	0	14	1	1	0	12	4	4	0	8	61.54%	66.67%	66.67%
#246		54	0	0	54	6	1	0	47	11	10	1	36	69.23%	76.60%	78.26%
#247		10	0	0	10	0	2	0	8	1	1	0	7	87.50%	87.50%	87.50%
#248		10	0	0	10	2	2	1	5	2	2	0	3	42.86%	60.00%	60.00%
#249		10	0	0	10	7	1	0	2	0	0	0	2	22.22%	100.00%	100.00%
#250		1794	0	0	1794	77	132	9	1576	260	235	25	1316	80.84%	83.50%	84.85%
#251		10	0	0	10	0	7	0	3	2	2	0	1	33.33%	33.33%	33.33%
#252		235	0	0	235	32	15	0	188	25	21	4	163	75.46%	86.70%	88.59%
#253		9	0	0	9	1	0	0	8	4	4	0	4	44.44%	50.00%	50.00%
#254		290	0	0	290	12	23	0	255	47	41	6	208	79.69%	81.57%	83.53%
#255		32	0	0	32	2	4	2	24	2	2	0	22	84.62%	91.67%	91.67%
#256		1793	0	0	1793	35	171	3	1584	163	95	68	1421	91.62%	89.71%	93.73%
#257		933	0	0	933	82	25	4	822	98	90	8	724	80.80%	88.08%	88.94%
#258		17	0	0	17	2	8	0	7	1	0	1	6	75.00%	85.71%	100.00%
#259		630	0	0	630	27	49	2	552	46	43	3	506	87.85%	91.67%	92.17%
#260		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#261		2	0	0	2	0	0	1	1	1	0	1	0	0.00%	0.00%	0.00%
#262		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#263		718	0	0	718	41	38	11	628	104	98	6	524	79.03%	83.44%	84.24%
#264		209	0	0	209	12	12	3	182	24	22	2	158	82.29%	86.81%	87.78%
#265		5	0	0	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#266		0	8	0	8	1	1	0	6	0	0	0	6	85.71%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#267		0	38	0	38	1	2	0	35	17	1	16	18	90.00%	51.43%	94.74%
#268		0	2	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#269		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#270		0	5	0	5	1	0	0	4	1	0	1	3	75.00%	75.00%	100.00%
#271		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#272		5	0	0	5	0	4	0	1	0	0	0	1	100.00%	100.00%	100.00%
LENS Subtotal		183318	0	0	183318	14918	16816	910	150674	32061	25631	6430	118613	74.52%	78.72%	82.23%
EDI Subtotal		0	33751	0	33751	1668	6753	12	25318	7344	5725	1619	17974	70.86%	70.99%	75.84%
TAG Subtotal		0	0	26988	26988	662	1606	157	24563	4317	3787	530	20246	81.98%	82.42%	84.24%
TOTAL INTERFACES		183318	33751	26988	244057	17248	25175	1079	200555	43722	35143	8579	156833	74.96%	78.20%	81.69%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Business DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#2		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#3		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#4		0	0	36	36	8	11	0	17	8	3	5	9	45.00%	52.94%	75.00%
#5		10	0	0	10	2	1	0	7	2	1	1	5	62.50%	71.43%	83.33%
#6		9	0	0	9	0	1	0	8	2	2	0	6	75.00%	75.00%	75.00%
#7		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#8		42	0	0	42	0	3	2	37	15	10	5	22	68.75%	59.46%	68.75%
#9		66	0	0	66	24	19	1	22	8	7	1	14	31.11%	63.64%	66.67%
#10		6	0	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
#11		24	0	0	24	7	2	0	15	5	5	0	10	45.45%	66.67%	66.67%
#12		32	0	0	32	7	8	0	17	7	3	4	10	50.00%	58.82%	76.92%
#13		43	0	0	43	2	10	0	31	15	7	8	16	64.00%	51.61%	69.57%
#14		16	0	0	16	0	0	1	15	5	4	1	10	71.43%	66.67%	71.43%
#15		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#16		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#17		68	0	0	68	3	6	1	58	13	13	0	45	73.77%	77.59%	77.59%
#18		15	0	0	15	0	3	0	12	5	5	0	7	58.33%	58.33%	58.33%
#19		147	0	0	147	42	12	5	88	33	28	5	55	44.00%	62.50%	66.27%
#20		289	0	0	289	31	28	19	211	89	82	7	122	51.91%	57.82%	59.80%
#21		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#22		26	0	0	26	5	8	0	13	5	4	1	8	47.06%	61.54%	66.67%
#23		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#24		10	0	0	10	6	0	0	4	2	2	0	2	20.00%	50.00%	50.00%
#25		8	0	0	8	0	4	0	4	4	4	0	0	0.00%	0.00%	0.00%
#26		55	0	0	55	5	2	0	48	30	25	5	18	37.50%	37.50%	41.86%
#27		0	8	0	8	0	2	0	6	3	3	0	3	50.00%	50.00%	50.00%
#28		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#29		51	0	0	51	3	25	1	22	10	9	1	12	50.00%	54.55%	57.14%
#30		21	0	0	21	9	1	0	11	0	0	0	11	55.00%	100.00%	100.00%
#31		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#32		12	0	0	12	2	3	0	7	1	0	1	6	75.00%	85.71%	100.00%
#33		18	0	0	18	6	3	0	9	1	1	0	8	53.33%	88.89%	88.89%
#34		116	0	0	116	30	8	9	69	26	23	3	43	44.79%	62.32%	65.15%
#35		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#36		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#37		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#38		4	0	0	4	3	1	0	0	0	0	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Business DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#39		0	0	17	17	0	2	0	15	9	9	0	6	40.00%	40.00%	40.00%
#40		0	0	6	6	0	0	0	6	5	5	0	1	16.67%	16.67%	16.67%
#41		0	0	10	10	0	0	0	10	8	7	1	2	22.22%	20.00%	22.22%
#42		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#43		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#44		15	0	0	15	2	3	0	10	2	2	0	8	66.67%	80.00%	80.00%
#45		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#46		4	0	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
#47		0	149	0	149	68	21	1	59	11	7	4	48	39.02%	81.36%	87.27%
#48		27	0	0	27	5	13	0	9	3	3	0	6	42.86%	66.67%	66.67%
#49		1068	0	0	1068	327	71	15	655	356	307	49	299	32.05%	45.65%	49.34%
#50		9	0	0	9	0	1	1	7	4	3	1	3	50.00%	42.86%	50.00%
#51		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#52		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#53		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#54		7	0	0	7	0	0	1	6	1	1	0	5	83.33%	83.33%	83.33%
#55		15	0	0	15	3	5	0	7	0	0	0	7	70.00%	100.00%	100.00%
#56		10	0	0	10	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%
#57		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#58		7	0	0	7	3	1	0	3	1	1	0	2	33.33%	66.67%	66.67%
#59		9	0	0	9	5	1	0	3	0	0	0	3	37.50%	100.00%	100.00%
#60		0	0	36	36	15	1	0	20	5	3	2	15	45.45%	75.00%	83.33%
#61		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#62		0	0	68	68	19	5	0	44	24	19	5	20	34.48%	45.45%	51.28%
#63		11	0	0	11	2	6	0	3	0	0	0	3	60.00%	100.00%	100.00%
#64		43	0	0	43	17	3	1	22	12	12	0	10	25.64%	45.45%	45.45%
#65		146	0	0	146	24	19	3	100	47	31	16	53	49.07%	53.00%	63.10%
#66		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#67		5	0	0	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#68		0	757	0	757	292	94	6	365	166	104	62	199	33.45%	54.52%	65.68%
#69		82	0	0	82	14	9	1	58	23	21	2	35	50.00%	60.34%	62.50%
#70		4	0	0	4	0	1	0	3	3	2	1	0	0.00%	0.00%	0.00%
#71		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#72		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#73		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#74		21	0	0	21	6	1	0	14	3	3	0	11	55.00%	78.57%	78.57%
#75		8	0	0	8	3	1	0	4	0	0	0	4	57.14%	100.00%	100.00%
#76		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Business DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#77		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#78		60	0	0	60	15	5	0	40	16	14	2	24	45.28%	60.00%	63.16%
#79		33	0	0	33	15	3	2	13	3	3	0	10	35.71%	76.92%	76.92%
#80		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%
#81		12	0	0	12	0	0	0	12	0	0	0	12	100.00%	100.00%	100.00%
#82		28	0	0	28	0	0	0	28	12	11	1	16	59.26%	57.14%	59.26%
#83		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#84		8	0	0	8	0	2	0	6	3	3	0	3	50.00%	50.00%	50.00%
#85		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#86		24	0	0	24	1	2	0	21	4	4	0	17	77.27%	80.95%	80.95%
#87		19	0	0	19	4	5	1	9	1	1	0	8	61.54%	88.89%	88.89%
#88		0	0	19	19	2	17	0	0	0	0	0	0	0.00%	0.00%	0.00%
#89		0	0	8	8	2	1	0	5	4	1	3	1	25.00%	20.00%	50.00%
#90		0	0	15	15	4	3	0	8	4	2	2	4	40.00%	50.00%	66.67%
#91		0	0	3	3	0	0	0	3	3	2	1	0	0.00%	0.00%	0.00%
#92		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#93		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#94		48	0	0	48	20	10	0	18	8	6	2	10	27.78%	55.56%	62.50%
#95		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
#96		7	0	0	7	2	1	0	4	0	0	0	4	66.67%	100.00%	100.00%
#97		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#98		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#99		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#100		3	0	0	3	0	0	0	3	3	2	1	0	0.00%	0.00%	0.00%
#101		27	0	0	27	9	5	0	13	5	4	1	8	38.10%	61.54%	66.67%
#102		3	0	0	3	0	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
#103		14	0	0	14	3	2	0	9	2	2	0	7	58.33%	77.78%	77.78%
#104		0	0	86	86	28	20	3	35	31	28	3	4	6.67%	11.43%	12.50%
#105		1301	0	0	1301	560	114	33	594	207	176	31	387	34.46%	65.15%	68.74%
#106		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
#107		9	0	0	9	2	3	1	3	1	0	1	2	50.00%	66.67%	100.00%
#108		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#110		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#111		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#112		4	0	0	4	0	1	0	3	2	2	0	1	33.33%	33.33%	33.33%
#113		0	0	5	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
#114		43	0	0	43	7	3	0	33	15	14	1	18	46.15%	54.55%	56.25%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Business DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#115		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#116		5	0	0	5	1	0	0	4	3	1	2	1	33.33%	25.00%	50.00%
#117		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#118		5	0	0	5	1	0	0	4	2	2	0	2	40.00%	50.00%	50.00%
#119		50	0	0	50	20	2	3	25	4	4	0	21	46.67%	84.00%	84.00%
#120		0	0	32	32	0	11	2	19	13	13	0	6	31.58%	31.58%	31.58%
#121		12	0	0	12	1	1	0	10	3	2	1	7	70.00%	70.00%	77.78%
#122		35	0	0	35	4	4	1	26	13	9	4	13	50.00%	50.00%	59.09%
#123		24	0	0	24	2	11	0	11	1	1	0	10	76.92%	90.91%	90.91%
#124		34	0	0	34	10	3	0	21	8	8	0	13	41.94%	61.90%	61.90%
#125		0	0	3	3	0	1	1	1	1	0	1	0	0.00%	0.00%	0.00%
#126		0	0	5	5	5	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#127		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#128		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#129		11	0	0	11	5	1	0	5	4	3	1	1	11.11%	20.00%	25.00%
#130		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#131		23	0	0	23	2	4	4	13	2	2	0	11	73.33%	84.62%	84.62%
#132		11	0	0	11	0	0	3	8	1	1	0	7	87.50%	87.50%	87.50%
#133		4	0	0	4	1	0	0	3	3	2	1	0	0.00%	0.00%	0.00%
#134		5	0	0	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#135		8	0	0	8	1	4	0	3	1	1	0	2	50.00%	66.67%	66.67%
#136		13	0	0	13	2	2	2	7	3	1	2	4	57.14%	57.14%	80.00%
#137		23	0	0	23	1	3	0	19	12	10	2	7	38.89%	36.84%	41.18%
#138		9	0	0	9	4	1	0	4	4	3	1	0	0.00%	0.00%	0.00%
#139		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#140		16	0	0	16	4	0	0	12	2	2	0	10	62.50%	83.33%	83.33%
#141		73	0	0	73	41	8	2	22	12	5	7	10	17.86%	45.45%	66.67%
#142		8	0	0	8	1	4	0	3	1	1	0	2	50.00%	66.67%	66.67%
#143		51	0	0	51	10	7	1	33	16	8	8	17	48.57%	51.52%	68.00%
#144		735	0	0	735	130	82	17	506	252	199	53	254	43.57%	50.20%	56.07%
#145		0	41	0	41	11	8	0	22	15	13	2	7	22.58%	31.82%	35.00%
#146		562	0	0	562	102	61	10	389	181	138	43	208	46.43%	53.47%	60.12%
#147		56	0	0	56	9	19	1	27	7	5	2	20	58.82%	74.07%	80.00%
#148		312	0	0	312	43	34	12	223	91	71	20	132	53.66%	59.19%	65.02%
#149		115	0	0	115	25	5	4	81	40	33	7	41	41.41%	50.62%	55.41%
#150		4	0	0	4	1	1	0	2	1	1	0	1	33.33%	50.00%	50.00%
#151		223	0	0	223	28	24	6	165	92	44	48	73	50.34%	44.24%	62.39%
#152		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Business DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#153		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#154		0	0	13	13	1	1	1	10	9	2	7	1	25.00%	10.00%	33.33%
#155		8	0	0	8	3	0	1	4	4	4	0	0	0.00%	0.00%	0.00%
#156		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#157		6	0	0	6	3	0	0	3	0	0	0	3	50.00%	100.00%	100.00%
#158		8	0	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
#159		16	0	0	16	2	3	0	11	0	0	0	11	84.62%	100.00%	100.00%
#160		3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%
#161		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#162		7	0	0	7	1	1	1	4	3	2	1	1	25.00%	25.00%	33.33%
#163		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#164		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#165		24	0	0	24	12	3	0	9	3	1	2	6	31.58%	66.67%	85.71%
#166		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#167		0	0	15	15	1	1	6	7	1	1	0	6	75.00%	85.71%	85.71%
#168		40	0	0	40	9	7	2	22	9	5	4	13	48.15%	59.09%	72.22%
#169		37	0	0	37	2	2	1	32	19	16	3	13	41.94%	40.63%	44.83%
#170		77	0	0	77	3	9	1	64	29	28	1	35	53.03%	54.69%	55.56%
#171		246	0	0	246	32	36	5	173	66	51	15	107	56.32%	61.85%	67.72%
#172		61	0	0	61	10	6	1	44	25	18	7	19	40.43%	43.18%	51.35%
#173		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#174		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#175		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#176		1666	0	0	1666	224	278	54	1110	568	458	110	542	44.28%	48.83%	54.20%
#177		10	0	0	10	1	2	0	7	5	0	5	2	66.67%	28.57%	100.00%
#178		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#179		261	0	0	261	26	9	3	223	130	114	16	93	39.91%	41.70%	44.93%
#180		6	0	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
#181		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
#182		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#183		4	0	0	4	2	1	0	1	0	0	0	1	33.33%	100.00%	100.00%
#184		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#185		0	0	13	13	6	3	1	3	1	0	1	2	25.00%	66.67%	100.00%
#186		0	0	83	83	41	13	1	28	18	9	9	10	16.67%	35.71%	52.63%
#187		50	0	0	50	4	8	0	38	5	4	1	33	80.49%	86.84%	89.19%
#188		217	0	0	217	30	21	2	164	70	57	13	94	51.93%	57.32%	62.25%
#189		33	0	0	33	3	0	3	27	12	11	1	15	51.72%	55.56%	57.69%
#190		5	0	0	5	1	2	0	2	0	0	0	2	66.67%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Business DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#191		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#192		20	0	0	20	1	0	0	19	5	4	1	14	73.68%	73.68%	77.78%
#193		22	0	0	22	7	13	0	2	1	1	0	1	11.11%	50.00%	50.00%
#194		42	0	0	42	16	6	0	20	5	3	2	15	44.12%	75.00%	83.33%
#195		36	0	0	36	5	6	0	25	5	4	1	20	68.97%	80.00%	83.33%
#196		13	0	0	13	1	0	0	12	6	3	3	6	60.00%	50.00%	66.67%
#197		25	0	0	25	1	1	0	23	4	4	0	19	79.17%	82.61%	82.61%
#198		7	0	0	7	1	2	0	4	1	1	0	3	60.00%	75.00%	75.00%
#199		44	0	0	44	13	5	2	24	7	6	1	17	47.22%	70.83%	73.91%
#200		8	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%
#201		140	0	0	140	41	10	0	89	27	21	6	62	50.00%	69.66%	74.70%
#202		36	0	0	36	4	8	0	24	11	7	4	13	54.17%	54.17%	65.00%
#203		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
LENS Subtotal		9971	0	0	9971	2180	1188	241	6362	2816	2260	556	3546	44.40%	55.74%	61.07%
EDI Subtotal		0	956	0	956	372	125	7	452	195	127	68	257	33.99%	56.86%	66.93%
TAG Subtotal		0	0	484	484	135	91	15	243	147	107	40	96	28.40%	39.51%	47.29%
TOTAL INTERFACES		9971	956	484	11411	2687	1404	263	7057	3158	2494	664	3899	42.94%	55.25%	60.99%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#1		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#2		0	0	16	16	4	0	0	12	6	3	3	6	46.15%	50.00%	66.67%
#3		0	0	732	732	94	81	6	551	201	176	25	350	56.45%	63.52%	66.54%
#4		0	0	84	84	4	5	2	73	27	19	8	46	66.67%	63.01%	70.77%
#5		0	0	357	357	61	43	6	247	141	88	53	106	41.57%	42.91%	54.64%
#6		0	0	301	301	55	23	2	221	81	70	11	140	52.83%	63.35%	66.67%
#7		6	0	0	6	0	1	0	5	0	0	0	5	100.00%	100.00%	100.00%
#8		457	0	0	457	41	27	7	382	58	44	14	324	79.22%	84.82%	88.04%
#9		116	0	0	116	10	8	3	95	13	12	1	82	78.85%	86.32%	87.23%
#10		177	0	0	177	30	8	3	136	29	24	5	107	66.46%	78.68%	81.68%
#11		765	0	0	765	102	81	13	569	101	67	34	468	73.47%	82.25%	87.48%
#12		30	0	0	30	9	10	3	8	3	2	1	5	31.25%	62.50%	71.43%
#13		41	0	0	41	11	4	0	26	5	4	1	21	58.33%	80.77%	84.00%
#14		47	0	0	47	1	6	0	40	13	12	1	27	67.50%	67.50%	69.23%
#15		17	0	0	17	0	3	2	12	7	6	1	5	45.45%	41.67%	45.45%
#16		0	0	3	3	0	0	1	2	2	1	1	0	0.00%	0.00%	0.00%
#17		10	0	0	10	0	0	3	7	3	2	1	4	66.67%	57.14%	66.67%
#18		9	0	0	9	0	1	0	8	2	1	1	6	85.71%	75.00%	85.71%
#19		31	0	0	31	0	0	11	20	19	14	5	1	6.67%	5.00%	6.67%
#20		124	0	0	124	1	15	8	100	76	24	52	24	48.98%	24.00%	50.00%
#21		5	0	0	5	0	0	0	5	2	0	2	3	100.00%	60.00%	100.00%
#22		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#23		53	0	0	53	3	1	0	49	18	13	5	31	65.96%	63.27%	70.45%
#24		13	0	0	13	4	4	0	5	0	0	0	5	55.56%	100.00%	100.00%
#25		12	0	0	12	2	4	0	6	0	0	0	6	75.00%	100.00%	100.00%
#26		0	228	0	228	99	48	2	79	22	17	5	57	32.95%	72.15%	77.03%
#27		0	17	0	17	4	1	0	12	4	3	1	8	53.33%	66.67%	72.73%
#28		0	26	0	26	19	1	0	6	0	0	0	6	24.00%	100.00%	100.00%
#29		0	4	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
#30		0	20	0	20	8	0	5	7	6	6	0	1	6.67%	14.29%	14.29%
#31		0	203	0	203	155	13	2	33	9	6	3	24	12.97%	72.73%	80.00%
#32		0	146	0	146	81	14	3	48	17	12	5	31	25.00%	64.58%	72.09%
#33		21	0	0	21	2	2	4	13	4	3	1	9	64.29%	69.23%	75.00%
#34		2200	0	0	2200	498	206	32	1464	513	428	85	951	50.67%	64.96%	68.96%
#35		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#36		0	0	1151	1151	170	176	2	803	360	297	63	443	48.68%	55.17%	59.86%
#37		0	0	820	820	97	104	6	613	234	196	38	379	56.40%	61.83%	65.91%
#38		0	0	8	8	0	1	0	7	4	0	4	3	100.00%	42.86%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#39		0	0	1422	1422	237	225	11	949	342	269	73	607	54.54%	63.96%	69.29%
#40		0	0	858	858	115	177	17	549	248	200	48	301	48.86%	54.83%	60.08%
#41		0	0	686	686	102	90	13	481	229	175	54	252	47.64%	52.39%	59.02%
#42		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#43		14	0	0	14	0	1	0	13	1	1	0	12	92.31%	92.31%	92.31%
#44		34	0	0	34	8	1	0	25	6	6	0	19	57.58%	76.00%	76.00%
#45		15	0	0	15	0	1	0	14	9	9	0	5	35.71%	35.71%	35.71%
#46		20	0	0	20	0	5	0	15	1	1	0	14	93.33%	93.33%	93.33%
#47		5	0	0	5	0	2	0	3	1	1	0	2	66.67%	66.67%	66.67%
#48		0	537	0	537	294	120	12	111	56	36	20	55	14.29%	49.55%	60.44%
#49		2791	0	0	2791	1868	55	14	854	212	193	19	642	23.75%	75.18%	76.89%
#50		43	0	0	43	24	2	0	17	0	0	0	17	41.46%	100.00%	100.00%
#51		7	0	0	7	0	2	0	5	5	0	5	0	0.00%	0.00%	0.00%
#52		0	47	0	47	2	16	1	28	10	5	5	18	72.00%	64.29%	78.26%
#53		0	0	743	743	77	51	8	607	115	71	44	492	76.88%	81.05%	87.39%
#54		0	0	27	27	4	3	2	18	13	2	11	5	45.45%	27.78%	71.43%
#55		6469	0	0	6469	242	150	16	6061	803	766	37	5258	83.91%	86.75%	87.28%
#56		32	0	0	32	5	12	2	13	5	5	0	8	44.44%	61.54%	61.54%
#57		102	0	0	102	24	7	3	68	22	14	8	46	54.76%	67.65%	76.67%
#58		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#59		515	0	0	515	68	44	4	399	101	82	19	298	66.52%	74.69%	78.42%
#60		73	0	0	73	3	10	3	57	16	14	2	41	70.69%	71.93%	74.55%
#61		3	0	0	3	0	0	1	2	1	1	0	1	50.00%	50.00%	50.00%
#62		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#63		8	0	0	8	0	1	3	4	3	3	0	1	25.00%	25.00%	25.00%
#64		16	0	0	16	0	0	0	16	6	6	0	10	62.50%	62.50%	62.50%
#65		0	0	51	51	19	9	0	23	5	4	1	18	43.90%	78.26%	81.82%
#66		98	0	0	98	9	5	1	83	13	8	5	70	80.46%	84.34%	89.74%
#67		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#68		79	0	0	79	1	1	7	70	61	33	28	9	20.93%	12.86%	21.43%
#69		0	1440	0	1440	658	117	6	659	163	104	59	496	39.43%	75.27%	82.67%
#70		136	0	0	136	46	15	3	72	16	12	4	56	49.12%	77.78%	82.35%
#71		8	0	0	8	1	1	0	6	0	0	0	6	85.71%	100.00%	100.00%
#72		0	67	0	67	36	24	3	4	2	1	1	2	5.13%	50.00%	66.67%
#73		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#74		112	0	0	112	30	13	0	69	14	13	1	55	56.12%	79.71%	80.88%
#75		25	0	0	25	0	18	0	7	2	0	2	5	100.00%	71.43%	100.00%
#76		156	0	0	156	24	14	1	117	39	36	3	78	56.52%	66.67%	68.42%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#77		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#78		9	0	0	9	3	1	0	5	0	0	0	5	62.50%	100.00%	100.00%
#79		7	0	0	7	0	2	1	4	1	0	1	3	100.00%	75.00%	100.00%
#80		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#81		0	0	905	905	113	6	89	697	433	365	68	264	35.58%	37.88%	41.97%
#82		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#83		0	0	114	114	44	23	1	46	8	4	4	38	44.19%	82.61%	90.48%
#84		0	0	14	14	3	5	0	6	1	0	1	5	62.50%	83.33%	100.00%
#85		0	0	21	21	2	6	1	12	1	1	0	11	78.57%	91.67%	91.67%
#86		0	0	9	9	1	0	1	7	3	1	2	4	66.67%	57.14%	80.00%
#87		0	0	23	23	12	0	0	11	1	1	0	10	43.48%	90.91%	90.91%
#88		120	0	0	120	14	32	3	71	14	8	6	57	72.15%	80.28%	87.69%
#89		25	0	0	25	0	1	0	24	1	0	1	23	100.00%	95.83%	100.00%
#90		31	0	0	31	2	3	0	26	5	1	4	21	87.50%	80.77%	95.45%
#91		26	0	0	26	2	2	0	22	2	1	1	20	86.96%	90.91%	95.24%
#92		36	0	0	36	2	5	1	28	9	5	4	19	73.08%	67.86%	79.17%
#93		0	0	58	58	23	13	0	22	10	8	2	12	27.91%	54.55%	60.00%
#94		6487	0	0	6487	772	392	96	5227	1785	1685	100	3442	58.35%	65.85%	67.13%
#95		24	0	0	24	1	11	2	10	2	1	1	8	80.00%	80.00%	88.89%
#96		0	0	22	22	18	0	2	2	1	1	0	1	5.00%	50.00%	50.00%
#97		729	0	0	729	51	50	7	621	366	275	91	255	43.89%	41.06%	48.11%
#98		0	0	4	4	0	1	0	3	2	1	1	1	50.00%	33.33%	50.00%
#99		0	0	5	5	0	0	1	4	1	1	0	3	75.00%	75.00%	75.00%
#100		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#101		0	0	25	25	0	2	4	19	13	11	2	6	35.29%	31.58%	35.29%
#102		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#103		0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#104		1460	0	0	1460	101	120	6	1233	94	64	30	1139	87.35%	92.38%	94.68%
#105		2108	0	0	2108	210	197	42	1659	330	191	139	1329	76.82%	80.11%	87.43%
#106		25	0	0	25	4	10	0	11	1	0	1	10	71.43%	90.91%	100.00%
#107		0	0	16	16	14	0	0	2	1	0	1	1	6.67%	50.00%	100.00%
#108		0	0	12	12	9	1	0	2	0	0	0	2	18.18%	100.00%	100.00%
#109		142	0	0	142	39	45	0	58	21	13	8	37	41.57%	63.79%	74.00%
#110		24	0	0	24	11	2	0	11	4	2	2	7	35.00%	63.64%	77.78%
#111		6	0	0	6	0	0	1	5	3	2	1	2	50.00%	40.00%	50.00%
#112		122	0	0	122	24	18	0	80	27	19	8	53	55.21%	66.25%	73.61%
#113		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#114		15	0	0	15	1	7	0	7	6	4	2	1	16.67%	14.29%	20.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#115		8	0	0	8	1	1	1	5	2	0	2	3	75.00%	60.00%	100.00%
#116		386	0	0	386	63	47	2	274	95	65	30	179	58.31%	65.33%	73.36%
#117		16	0	0	16	7	3	0	6	0	0	0	6	46.15%	100.00%	100.00%
#118		0	28664	0	28664	1029	3248	24	24363	9354	7562	1792	15009	63.60%	61.61%	66.50%
#119		16	0	0	16	1	4	0	11	9	6	3	2	22.22%	18.18%	25.00%
#120		4	0	0	4	0	0	0	4	4	2	2	0	0.00%	0.00%	0.00%
#121		85	0	0	85	9	11	0	65	26	16	10	39	60.94%	60.00%	70.91%
#122		4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
#123		134	0	0	134	19	23	6	86	23	21	2	63	61.17%	73.26%	75.00%
#124		0	0	23	23	1	0	0	22	5	3	2	17	80.95%	77.27%	85.00%
#125		19	0	0	19	4	0	1	14	1	1	0	13	72.22%	92.86%	92.86%
#126		667	0	0	667	55	43	6	563	212	164	48	351	61.58%	62.34%	68.16%
#127		2111	0	0	2111	236	199	17	1659	595	467	128	1064	60.22%	64.14%	69.50%
#128		80	0	0	80	0	30	3	47	21	7	14	26	78.79%	55.32%	78.79%
#129		111	0	0	111	10	52	1	48	18	1	17	30	73.17%	62.50%	96.77%
#130		0	291	0	291	61	42	2	186	98	82	16	88	38.10%	47.31%	51.76%
#131		73	0	0	73	6	22	7	38	10	5	5	28	71.79%	73.68%	84.85%
#132		2038	0	0	2038	324	216	37	1461	644	529	115	817	48.92%	55.92%	60.70%
#133		0	1179	0	1179	138	120	38	883	514	456	58	369	38.32%	41.79%	44.73%
#134		44	0	0	44	5	7	4	28	23	7	16	5	29.41%	17.86%	41.67%
#135		509	0	0	509	60	71	16	362	158	131	27	204	51.65%	56.35%	60.90%
#136		0	0	3	3	0	1	1	1	0	0	0	1	100.00%	100.00%	100.00%
#137		15	0	0	15	1	5	0	9	4	3	1	5	55.56%	55.56%	62.50%
#138		19	0	0	19	0	2	0	17	17	9	8	0	0.00%	0.00%	0.00%
#139		4	0	0	4	0	0	0	4	4	1	3	0	0.00%	0.00%	0.00%
#140		0	0	17	17	3	2	5	7	5	3	2	2	25.00%	28.57%	40.00%
#141		21	0	0	21	1	6	1	13	10	2	8	3	50.00%	23.08%	60.00%
#142		234	0	0	234	3	38	34	159	133	74	59	26	25.24%	16.35%	26.00%
#143		89	0	0	89	9	2	6	72	27	16	11	45	64.29%	62.50%	73.77%
#144		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#145		9	0	0	9	1	0	0	8	0	0	0	8	88.89%	100.00%	100.00%
#146		247	0	0	247	16	18	1	212	51	38	13	161	74.88%	75.94%	80.90%
#147		20	0	0	20	1	3	0	16	8	6	2	8	53.33%	50.00%	57.14%
#148		24	0	0	24	1	2	0	21	13	11	2	8	40.00%	38.10%	42.11%
#149		12	0	0	12	0	4	0	8	4	3	1	4	57.14%	50.00%	57.14%
#150		0	404	0	404	250	28	6	120	84	52	32	36	10.65%	30.00%	40.91%
#151		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#152		745	0	0	745	118	72	11	544	186	145	41	358	57.65%	65.81%	71.17%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
#153		0	0	11030	11030	1096	1036	29	8869	7847	5391	2456	1022	13.61%	11.52%	15.94%
#154		0	0	4	4	1	0	1	2	0	0	0	2	66.67%	100.00%	100.00%
#155		9326	0	0	9326	406	414	27	8479	1324	1025	299	7155	83.33%	84.38%	87.47%
#156		95	0	0	95	50	27	0	18	6	5	1	12	17.91%	66.67%	70.59%
#157		0	281	0	281	4	38	12	227	94	61	33	133	67.17%	58.59%	68.56%
#158		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#159		915	0	0	915	71	112	7	725	473	361	112	252	36.84%	34.76%	41.11%
#160		12	0	0	12	0	5	0	7	3	0	3	4	100.00%	57.14%	100.00%
#161		0	49	0	49	14	13	0	22	4	3	1	18	51.43%	81.82%	85.71%
#162		0	562	0	562	329	83	5	145	46	27	19	99	21.76%	68.28%	78.57%
#163		0	137	0	137	39	42	0	56	15	7	8	41	47.13%	73.21%	85.42%
#164		441	0	0	441	88	59	18	276	134	104	30	142	42.51%	51.45%	57.72%
#165		0	106	0	106	14	22	0	70	34	20	14	36	51.43%	51.43%	64.29%
#166		0	1341	0	1341	84	299	0	958	740	117	623	218	52.03%	22.76%	65.07%
#167		0	10	0	10	0	2	0	8	1	1	0	7	87.50%	87.50%	87.50%
#168		0	10	0	10	3	1	0	6	4	1	3	2	33.33%	33.33%	66.67%
#169		0	65	0	65	3	9	0	53	32	18	14	21	50.00%	39.62%	53.85%
#170		0	61	0	61	8	7	0	46	30	16	14	16	40.00%	34.78%	50.00%
#171		63	0	0	63	5	11	0	47	19	6	13	28	71.79%	59.57%	82.35%
#172		1076	0	0	1076	53	111	11	901	245	101	144	656	80.99%	72.81%	86.66%
#173		12	0	0	12	0	0	1	11	4	2	2	7	77.78%	63.64%	77.78%
#174		6	0	0	6	0	1	0	5	2	0	2	3	100.00%	60.00%	100.00%
#175		12	0	0	12	3	2	0	7	3	2	1	4	44.44%	57.14%	66.67%
#176		51	0	0	51	2	3	2	44	20	7	13	24	72.73%	54.55%	77.42%
#177		26	0	0	26	4	2	0	20	7	2	5	13	68.42%	65.00%	86.67%
#178		9	0	0	9	1	0	0	8	4	1	3	4	66.67%	50.00%	80.00%
#179		28	0	0	28	2	4	1	21	4	3	1	17	77.27%	80.95%	85.00%
LENS Subtotal		46128	0	0	46128	5944	3278	527	36379	9424	7483	1941	26955	66.75%	74.09%	78.27%
EDI Subtotal		0	35895	0	35895	3314	4309	121	28151	11357	8631	2726	16794	58.44%	59.66%	66.05%
TAG Subtotal		0	0	19576	19576	2379	2085	211	14901	10346	7364	2982	4555	31.86%	30.57%	38.22%
TOTAL INTERFACES		46128	35895	19576	101599	11637	9672	859	79431	31127	23478	7649	48304	57.91%	60.81%	67.29%

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		3
#2		1
#3		27
#4		5
#5		50
#6		9
#7		35
#8		40
#9		18
#10		15
#11		1
#12		2
#13		8
#14		8
#15		1
#16		3
#17		53
#18		7
#19		12
#20		5
#21		5
#22		24
#23		5
#24		50
#25		37
#26		3
#27		4
#28		11
#29		3
#30		5

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#31		2
#32		12
#33		3
#34		5
#35		2
#36		2
#37		7
#38		72
#39		52
#40		2
#41		54
#42		3
#43		7
#44		65
#45		23
#46		35
#47		38
#48		59
#49		35
#50		33
#51		1
#52		18
#53		1
#54		1
#55		4
#56		824
#57		2
#58		8
#59		76
#60		63

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#61		5
#62		141
#63		5
#64		16
#65		142
#66		171
#67		88
#68		1
#69		3
#70		212
#71		402
#72		3
#73		1
#74		61
#75		4
#76		8
#77		7
#78		30
#79		2
#80		3
#81		5
#82		6
#83		4
#84		4
#85		42
#86		2
#87		6
#88		29
#89		188
#90		15

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#91		7
#92		1
#93		16
#94		7
#95		17
#96		1
#97		143
#98		52
#99		20
#100		1
#101		1
#102		4
#103		34
#104		2
#105		9
#106		3
#107		4
#108		9
#109		4
#110		7
#111		6
#112		21
#113		17
#114		11
#115		127
#116		11
#117		29
#118		24
#119		53
#120		2

ORDERINGREPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
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AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#121		11
#122		3
#123		1
#124		10
#125		18
#126		7
#127		4
#128		5
#129		7
#130		4
#131		20
#132		44
#133		4
#134		62
#135		3
#136		1
#137		115
#138		28
#139		359
#140		4
#141		124
#142		2
#143		7
#144		1
#145		7
#146		4
#147		23
#148		2
#149		2
#150		2

ORDERINGREPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects DETAIL)
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AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#151		510
#152		8
#153		35
#154		110
#155		19
#156		4
#157		4
#158		3
#159		12
#160		3
#161		17
#162		14
#163		8
#164		1683
#165		47
#166		224
#167		1
#168		12
#169		2
#170		2
#171		8
#172		7
#173		3
#174		2
#175		1
#176		1
#177		7
#178		13
#179		131
#180		2

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#181		74
#182		59
#183		117
#184		71
#185		210
#186		17
#187		443
#188		10
#189		7
#190		107
#191		7
#192		3
#193		36
#194		2
#195		1
#196		21
#197		3
#198		59
#199		1
#200		7
#201		2
#202		5
#203		1
#204		6
#205		3
#206		65
#207		33
#208		2
#209		5
#210		12

ORDERINGREPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects DETAIL)
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AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#211		1
#212		2
#213		7
#214		13
#215		33
#216		2
#217		40
#218		4
#219		9
#220		1423
#221		8
#222		15
#223		2
#224		19
#225		37
#226		25
#227		1
#228		6
#229		7
#230		49
#231		31
#232		35
#233		9
#234		22
#235		19
#236		77
#237		8
#238		2
#239		703
#240		51

ORDERING**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Fatal Rejects DETAIL)**
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AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#241		1
#242		3
#243		87
#244		18
#245		10
#246		4
#247		9
#248		6
#249		22
#250		31
#251		10
#252		36
#253		9
#254		19
#255		2
#256		18
#257		7
#258		27
#259		40
#260		387
#261		3
#262		4
#263		9
#264		5
#265		5
Total		12806

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
1000	8000	9.16%	9.16%	IF CHNGING CLASS OF SERVICE ALL PERTINENT USOCs MUST BE POPULATED IN AND OUT-	7506	100.00%	9.16%	494	6.18%	2.35%
7020	1357	1.55%	10.72%	NUM= TELNO= TN NOT FOUND IN CRIS	1294	100.00%	1.55%	63	4.64%	0.30%
7040	4	0.00%	10.72%	LOGON ABORTED/FAILED	2	100.00%	0.00%	2	50.00%	0.01%
7055	2058	2.36%	13.08%	NUM= TELNO= ACCOUNT IS FINAL	1783	100.00%	2.36%	275	13.36%	1.31%
7095	1	0.00%	13.08%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	0	100.00%	0.00%	1	100.00%	0.00%
7110	1053	1.21%	14.28%	COFFI NOT AVAILABLE	428	100.00%	1.21%	625	59.35%	2.97%
7115	66	0.08%	14.36%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	22	100.00%	0.08%	44	66.67%	0.21%
7150	6	0.01%	14.37%	UNE - ERROR GENERATING ECCKT	5	100.00%	0.01%	1	16.67%	0.00%
7225	26	0.03%	14.40%	USOC= IS MISSING	26	100.00%	0.03%	0	0.00%	0.00%
7230	3	0.00%	14.40%	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE	3	100.00%	0.00%	0	0.00%	0.00%
7245	63	0.07%	14.47%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	50	100.00%	0.07%	13	20.63%	0.06%
7250	601	0.69%	15.16%	LSR HOUSENUMBER INCORRECT	581	100.00%	0.69%	20	3.33%	0.10%
7267	8	0.01%	15.17%	UNE - LOCBAN MISSING FOR LINP ORDER	8	100.00%	0.01%	0	0.00%	0.00%
7295	11	0.01%	15.18%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	9	100.00%	0.01%	2	18.18%	0.01%
7300	21	0.02%	15.21%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	19	100.00%	0.02%	2	9.52%	0.01%
7315	1883	2.16%	17.36%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	1876	100.00%	2.16%	7	0.37%	0.03%
7375	33	0.04%	17.40%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	33	100.00%	0.04%	0	0.00%	0.00%
7380	130	0.15%	17.55%	UNE - ACTL INVALID	126	100.00%	0.15%	4	3.08%	0.02%
7400	7212	8.26%	25.81%	CLEC DOES NOT OWN THIS ACCOUNT.	6274	100.00%	8.26%	938	13.01%	4.46%
7435	3	0.00%	25.81%	WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA	3	100.00%	0.00%	0	0.00%	0.00%
7445	62	0.07%	25.88%	UNE - CALL FORWARD TN REQUIRED	61	100.00%	0.07%	1	1.61%	0.00%
7465	1716	1.97%	27.85%	CANNOT CANCEL ORDER	968	100.00%	1.97%	748	43.59%	3.56%
7495	76	0.09%	27.93%	UNE - DIR LOCATOR PROBLEM	4	100.00%	0.09%	72	94.74%	0.34%
7500	4	0.00%	27.94%	DUE DATE COULD NOT BE DETERMINED	2	100.00%	0.00%	2	50.00%	0.01%
7555	165	0.19%	28.13%	FID MISSING IN FEATURE DETAIL	145	100.00%	0.19%	20	12.12%	0.10%
7630	430	0.49%	28.62%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	155	100.00%	0.49%	275	63.95%	1.31%
7640	5	0.01%	28.63%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	1	100.00%	0.01%	4	80.00%	0.02%
7645	1819	2.08%	30.71%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1026	100.00%	2.08%	793	43.60%	3.77%
7660	1	0.00%	30.71%	USOC FUJ1X NOT FOR RESALE	1	100.00%	0.00%	0	0.00%	0.00%
7690	22	0.03%	30.74%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	22	100.00%	0.03%	0	0.00%	0.00%
7710	290	0.33%	31.07%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	172	100.00%	0.33%	118	40.69%	0.56%
7715	72	0.08%	31.15%	SOCS TIMEOUT/NOT AVAILABLE	35	100.00%	0.08%	37	51.39%	0.18%
7718	1371	1.57%	32.72%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	557	100.00%	1.57%	814	59.37%	3.87%
7725	136	0.16%	32.88%	WAITING PERIOD EQUALS 5 MINUTES	43	100.00%	0.16%	93	68.38%	0.44%
7735	10	0.01%	32.89%	INVALID/MISSING LISTING NAME OR TYPE	10	100.00%	0.01%	0	0.00%	0.00%
7740	13	0.01%	32.90%	LOCAL CALLING PLUS INDICATOR NOT FOUND	12	100.00%	0.01%	1	7.69%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7755	43	0.05%	32.95%	UNE - NPANXX NOT FOUND IN CLLI TABLE	38	100.00%	0.05%	5	11.63%	0.02%
7805	459	0.53%	33.48%	SITE COULD NOT BE DETERMINED	304	100.00%	0.53%	155	33.77%	0.74%
7815	43	0.05%	33.53%	FID=RCU INVALID OR MISSING DATA	26	100.00%	0.05%	17	39.53%	0.08%
7850	5	0.01%	33.53%	RSAG - NEED ADDITIONAL ADDRESS OR TN	5	100.00%	0.01%	0	0.00%	0.00%
7860	963	1.10%	34.64%	RSAG - NO EXACT MATCH ON STREET NAME	949	100.00%	1.10%	14	1.45%	0.07%
7890	191	0.22%	34.85%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	189	100.00%	0.22%	2	1.05%	0.01%
7900	35	0.04%	34.89%	RSAG - NO MATCH ON STREET NAME	35	100.00%	0.04%	0	0.00%	0.00%
7905	1361	1.56%	36.45%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	1277	100.00%	1.56%	84	6.17%	0.40%
7910	54	0.06%	36.51%	RSAG - NO MATCH ON EXACT STREET NAME	37	100.00%	0.06%	17	31.48%	0.08%
7935	16	0.02%	36.53%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	16	100.00%	0.02%	0	0.00%	0.00%
7945	32	0.04%	36.57%	RSAG SYSTEM ERROR	18	100.00%	0.04%	14	43.75%	0.07%
8130	1	0.00%	36.57%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE	1	100.00%	0.00%	0	0.00%	0.00%
8150	250	0.29%	36.86%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	35	100.00%	0.29%	215	86.00%	1.02%
8167	35	0.04%	36.90%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREXI	35	100.00%	0.04%	0	0.00%	0.00%
8170	381	0.44%	37.33%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN	381	100.00%	0.44%	0	0.00%	0.00%
8173	54	0.06%	37.39%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	54	100.00%	0.06%	0	0.00%	0.00%
8180	97	0.11%	37.51%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFER	97	100.00%	0.11%	0	0.00%	0.00%
8183	8	0.01%	37.52%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :000	8	100.00%	0.01%	0	0.00%	0.00%
8185	32	0.04%	37.55%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	32	100.00%	0.04%	0	0.00%	0.00%
8187	155	0.18%	37.73%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	155	100.00%	0.18%	0	0.00%	0.00%
8189	761	0.87%	38.60%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	761	100.00%	0.87%	0	0.00%	0.00%
8190	958	1.10%	39.70%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	958	100.00%	1.10%	0	0.00%	0.00%
8193	5	0.01%	39.70%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	5	100.00%	0.01%	0	0.00%	0.00%
8195	219	0.25%	39.95%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	219	100.00%	0.25%	0	0.00%	0.00%
8197	248	0.28%	40.24%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	248	100.00%	0.28%	0	0.00%	0.00%
8199	28	0.03%	40.27%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	28	100.00%	0.03%	0	0.00%	0.00%
8204	98	0.11%	40.38%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	98	100.00%	0.11%	0	0.00%	0.00%
8207	34	0.04%	40.42%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN	34	100.00%	0.04%	0	0.00%	0.00%
8209	250	0.29%	40.71%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	250	100.00%	0.29%	0	0.00%	0.00%
8240	124	0.14%	40.85%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	124	100.00%	0.14%	0	0.00%	0.00%
8250	45	0.05%	40.90%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	45	100.00%	0.05%	0	0.00%	0.00%
8415	21	0.02%	40.93%	LSF LP ALREADY EXISTS ON ACCOUNT	21	100.00%	0.02%	0	0.00%	0.00%
8430	2	0.00%	40.93%	LSF DOES NOT EXIST ON ACCOUNT	1	100.00%	0.00%	1	50.00%	0.00%
8700	1	0.00%	40.93%	RSAG-INVALID SEARCH AREA	1	100.00%	0.00%	0	0.00%	0.00%
8820	215	0.25%	41.18%	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	112	100.00%	0.25%	103	47.91%	0.49%
8825	15435	17.68%	58.85%	ORDER ERR:	3489	100.00%	17.68%	11946	77.40%	56.86%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
8830	5265	6.03%	64.88%	CLEC ALREADY OWNS THIS ACCOUNT	4765	100.00%	6.03%	500	9.50%	2.38%
8850	13	0.01%	64.90%	CFA NOT FOUND,PLEASE VERIFY CFA	13	100.00%	0.01%	0	0.00%	0.00%
8855	4	0.00%	64.90%	NO ACTL IN LSR	4	100.00%	0.00%	0	0.00%	0.00%
8885	1	0.00%	64.90%	LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD	1	100.00%	0.00%	0	0.00%	0.00%
8890	1	0.00%	64.90%	UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION	1	100.00%	0.00%	0	0.00%	0.00%
8940	512	0.59%	65.49%	CALL FORWARDING NUMBER MISSING OR INVALID	484	100.00%	0.59%	28	5.47%	0.13%
8945	44	0.05%	65.54%	LINECLSSVC AND TOS DO NOT MATCH	44	100.00%	0.05%	0	0.00%	0.00%
8970	687	0.79%	66.33%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	642	100.00%	0.79%	45	6.55%	0.21%
8995	8	0.01%	66.33%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	8	100.00%	0.01%	0	0.00%	0.00%
9000	25	0.03%	66.36%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	23	100.00%	0.03%	2	8.00%	0.01%
9015	4	0.00%	66.37%	SUP FAILED TO UPDATE DUE DATE	4	100.00%	0.00%	0	0.00%	0.00%
9030	2	0.00%	66.37%	PIC DATA OF A VALID PIC CODE OR NONE IS REQUIRED	2	100.00%	0.00%	0	0.00%	0.00%
9040	1	0.00%	66.37%	DDD/DDD-CC REQUIRED	1	100.00%	0.00%	0	0.00%	0.00%
9060	1	0.00%	66.37%	EU-STREET-1 REQUIRED	1	100.00%	0.00%	0	0.00%	0.00%
9110	4	0.00%	66.38%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TY	4	100.00%	0.00%	0	0.00%	0.00%
9115	4	0.00%	66.38%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	4	100.00%	0.00%	0	0.00%	0.00%
9155	72	0.08%	66.46%	UNE - PORTED OUT NUMBER	68	100.00%	0.08%	4	5.56%	0.02%
9160	103	0.12%	66.58%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	103	100.00%	0.12%	0	0.00%	0.00%
9190	1	0.00%	66.58%	ZIP CODE IS NOT NUMERIC	1	100.00%	0.00%	0	0.00%	0.00%
9245	122	0.14%	66.72%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	118	100.00%	0.14%	4	3.28%	0.02%
9432	1	0.00%	66.72%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	1	100.00%	0.00%	0	0.00%	0.00%
9433	1	0.00%	66.73%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	0	100.00%	0.00%	1	100.00%	0.00%
9439	98	0.11%	66.84%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	96	100.00%	0.11%	2	2.04%	0.01%
9442	356	0.41%	67.25%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	352	100.00%	0.41%	4	1.12%	0.02%
9466	23	0.03%	67.27%	UNABLE TO DETERMINE BLOCK CHOICE	23	100.00%	0.03%	0	0.00%	0.00%
9471	9	0.01%	67.28%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	8	100.00%	0.01%	1	11.11%	0.00%
9475	328	0.38%	67.66%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	316	100.00%	0.38%	12	3.66%	0.06%
9476	77	0.09%	67.75%	IS NOT FOUND ON CSR TO DISCONNECT	73	100.00%	0.09%	4	5.19%	0.02%
9477	43	0.05%	67.80%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	33	100.00%	0.05%	10	23.26%	0.05%
9479	82	0.09%	67.89%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	80	100.00%	0.09%	2	2.44%	0.01%
9481	1351	1.55%	69.44%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	1263	100.00%	1.55%	88	6.51%	0.42%
9484	30	0.03%	69.47%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	27	100.00%	0.03%	3	10.00%	0.01%
9487	3	0.00%	69.47%	INVALID ACT TYPE FOR FULL MIGRATION	3	100.00%	0.00%	0	0.00%	0.00%
9488	665	0.76%	70.24%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	657	100.00%	0.76%	8	1.20%	0.04%
9495	32	0.04%	70.27%	EATN= MUST EXIST FOR ACT P AND Q	31	100.00%	0.04%	1	3.13%	0.00%
9496	2319	2.66%	72.93%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	2206	100.00%	2.66%	113	4.87%	0.54%

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9497	3	0.00%	72.93%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	2	100.00%	0.00%	1	33.33%	0.00%
9498	4	0.00%	72.94%	EAN= ON LNUM= AND LEAN= ARE POPULATED	4	100.00%	0.00%	0	0.00%	0.00%
9503	1	0.00%	72.94%	FA OF D AND C ARE DISALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN	1	100.00%	0.00%	0	0.00%	0.00%
9515	1842	2.11%	75.05%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1758	100.00%	2.11%	84	4.56%	0.40%
9516	34	0.04%	75.09%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	31	100.00%	0.04%	3	8.82%	0.01%
9517	25	0.03%	75.11%	UNDC INVALID IF PIC ALREADY EXISTS	25	100.00%	0.03%	0	0.00%	0.00%
9523	14	0.02%	75.13%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS S	14	100.00%	0.02%	0	0.00%	0.00%
9526	7	0.01%	75.14%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	7	100.00%	0.01%	0	0.00%	0.00%
9529	2046	2.34%	77.48%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1961	100.00%	2.34%	85	4.15%	0.40%
9530	1	0.00%	77.48%	APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P	1	100.00%	0.00%	0	0.00%	0.00%
9543	35	0.04%	77.52%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	34	100.00%	0.04%	1	2.86%	0.00%
9545	12	0.01%	77.54%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	11	100.00%	0.01%	1	8.33%	0.00%
9600	2	0.00%	77.54%	TASKMATE ERROR INCORRECT SCREEN FORMAT ON HOST	0	100.00%	0.00%	2	100.00%	0.01%
9602	2504	2.87%	80.41%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	2338	100.00%	2.87%	166	6.63%	0.79%
9605	94	0.11%	80.51%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	94	100.00%	0.11%	0	0.00%	0.00%
9606	11	0.01%	80.53%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	11	100.00%	0.01%	0	0.00%	0.00%
9616	16	0.02%	80.54%	YPH INVALID	16	100.00%	0.02%	0	0.00%	0.00%
9623	10	0.01%	80.56%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	9	100.00%	0.01%	1	10.00%	0.00%
9626	443	0.51%	81.06%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	419	100.00%	0.51%	24	5.42%	0.11%
9627	9664	11.07%	92.13%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	8766	100.00%	11.07%	898	9.29%	4.27%
9628	152	0.17%	92.30%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	142	100.00%	0.17%	10	6.58%	0.05%
9629	22	0.03%	92.33%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	22	100.00%	0.03%	0	0.00%	0.00%
9637	1	0.00%	92.33%	STAR 98 SERVICE IS NOT AVAILABLE FOR THIS CENTRAL OFFICE	1	100.00%	0.00%	0	0.00%	0.00%
9639	24	0.03%	92.36%	CATEGORY L USOC MUST APPEAR FOR SAME TN	24	100.00%	0.03%	0	0.00%	0.00%
9641	2557	2.93%	95.29%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	2446	100.00%	2.93%	111	4.34%	0.53%
9643	1	0.00%	95.29%	STAR 98 SERVICE NOT VALID ON THIS REQTP/ACT TYPE COMBINATION	0	100.00%	0.00%	1	100.00%	0.00%
9647	281	0.32%	95.61%	BAN DOES NOT EXIST FOR COMPANY CODE	278	100.00%	0.32%	3	1.07%	0.01%
9654	160	0.18%	95.79%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUSE	160	100.00%	0.18%	0	0.00%	0.00%
9656	1	0.00%	95.79%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	1	100.00%	0.00%	0	0.00%	0.00%
9670	21	0.02%	95.82%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	21	100.00%	0.02%	0	0.00%	0.00%
9671	83	0.10%	95.91%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	83	100.00%	0.10%	0	0.00%	0.00%
9673	6	0.01%	95.92%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	6	100.00%	0.01%	0	0.00%	0.00%
9674	32	0.04%	95.96%	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B	32	100.00%	0.04%	0	0.00%	0.00%
9675	44	0.05%	96.01%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	44	100.00%	0.05%	0	0.00%	0.00%
9679	2	0.00%	96.01%	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI	2	100.00%	0.00%	0	0.00%	0.00%
9680	102	0.12%	96.13%	INVALID REQTP OR TOS FOR LIFELINE	102	100.00%	0.12%	0	0.00%	0.00%

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9681	39	0.04%	96.17%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	37	100.00%	0.04%	2	5.13%	0.01%
9682	17	0.02%	96.19%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	13	100.00%	0.02%	4	23.53%	0.02%
9687	1	0.00%	96.19%	ACT=N/LNA=N IS INVALID WHEN THE REQUESTING CLEC ALREADY HAS A LINESHARE ON	1	100.00%	0.00%	0	0.00%	0.00%
9688	1	0.00%	96.19%	ACT=C/LNA=N IS INVALID FOR INITIAL LINESHARE	1	100.00%	0.00%	0	0.00%	0.00%
9715	850	0.97%	97.17%	TOS IS INVALID FOR REQUESTED SERVICE	164	100.00%	0.97%	686	80.71%	3.27%
9770	1	0.00%	97.17%	UNE - CABLE ID/CHANNEL PAIR OR CFA IS REQUIRED FOR REQUESTED SERVICE	1	100.00%	0.00%	0	0.00%	0.00%
9772	5	0.01%	97.17%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	3	100.00%	0.01%	2	40.00%	0.01%
9800	7	0.01%	97.18%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	7	100.00%	0.01%	0	0.00%	0.00%
9805	1	0.00%	97.18%	NO DENIAL INDICATOR ON CUSTOMER RECORD	1	100.00%	0.00%	0	0.00%	0.00%
9860	2461	2.82%	100.00%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	2410	100.00%	2.82%	51	2.07%	0.24%
	87322	100.00%			66312		100.00%	21010		100.00%

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
1005	1	0.01%	0.01%	CCNA REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1007	41	0.23%	0.23%	DUPLICATE CC, PON, VER
1012	15	0.08%	0.32%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	6326	34.97%	35.29%	PON DUPLICATE ON INITIAL LSR
1017	1	0.01%	35.29%	PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '
1023	195	1.08%	36.37%	NO ORIGINAL LSR FOUND FOR THIS SUP
1025	27	0.15%	36.52%	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	134	0.74%	37.26%	PREVIOUS LSR AGED OFF - (K) STATUS
1030	908	5.02%	42.28%	VER MUST BE GREATER THAN PREVIOUS VERSION
1035	6	0.03%	42.31%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	9	0.05%	42.36%	VER MUST BE SPACES OR ZEROES FOR 850
1050	26	0.14%	42.51%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	4	0.02%	42.53%	AN REQUIRED FOR THIS REQTP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	3	0.02%	42.55%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTP IS B
1065	7	0.04%	42.58%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	42	0.23%	42.82%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1075	4	0.02%	42.84%	ATN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1080	3	0.02%	42.85%	DDD/DDD-CC MUST BE A VALID DATE
1085	3	0.02%	42.87%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	2	0.01%	42.88%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1110	73	0.40%	43.29%	INVALID REQTP - ACCOUNT ACTIVITY TYPE COMBINATION
1120	2	0.01%	43.30%	DDD REQUIRED
1125	40	0.22%	43.52%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
1131	50	0.28%	43.79%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1140	1	0.01%	43.80%	DDDO REQUIRED WHEN ACT IS T AND REQTP IS A, E, M, OR N
1145	6	0.03%	43.83%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1150	78	0.43%	44.26%	SUP PROHIBITED WHEN 1ST CHARACTER OF REQTP FIELD CHANGES
1154	64	0.35%	44.62%	LSR/PON IS COMPLETED
1155	1	0.01%	44.62%	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1170	2	0.01%	44.63%	CC REQUIRED
1180	7	0.04%	44.67%	INVALID REQTP/ACT TYPE COMBINATION (STOP EDIT)
1200	9	0.05%	44.72%	SUP REQUIRED WHEN VER IS GREATER THAN 00

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis Fatals DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
Attachment 2B

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
1215	24	0.13%	44.86%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1225	7	0.04%	44.89%	CC REQUIRED ON THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1230	2974	16.44%	61.34%	LSO MUST BE 6 NUMERICS
1240	1	0.01%	61.34%	TOS INVALID
1285	2	0.01%	61.35%	ACTL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1330	3	0.02%	61.37%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1335	2	0.01%	61.38%	LSO REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1345	5	0.03%	61.41%	TOS REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1350	3	0.02%	61.42%	BAN2 MUST BE ENTRY OF E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1390	2	0.01%	61.44%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB
1404	1	0.01%	61.44%	RESID REQUIRED
1407	1	0.01%	61.45%	RESID IS REQUIRED WITH ANY LNA'S OF N OR V
1430	14	0.08%	61.52%	CIC REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1435	2	0.01%	61.53%	CIC MUST BE 4 NUMERICS
1453	7	0.04%	61.57%	BAN1 REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1455	14	0.08%	61.65%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	17	0.09%	61.74%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED
1470	1	0.01%	61.75%	BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED
1505	3	0.02%	61.77%	INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1510	3	0.02%	61.78%	TEL NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1520	10	0.06%	61.84%	FAX NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1525	1	0.01%	61.84%	FAX NO-INIT MUST BE 10 NUMERICS
1530	1	0.01%	61.85%	IMPCON REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1540	2	0.01%	61.86%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1580	1	0.01%	61.87%	FAX NO-DSGCON MUST BE 10 NUMERICS
1590	1	0.01%	61.87%	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1605	451	2.49%	64.37%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1630	111	0.61%	64.98%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	260	1.44%	66.42%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	765	4.23%	70.65%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	2759	15.25%	85.90%	LSR/PON AGED OFF
1650	787	4.35%	90.25%	LSR/PON COMPLETED

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
1655	18	0.10%	90.35%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1660	72	0.40%	90.75%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	24	0.13%	90.88%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1664	98	0.54%	91.42%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2040	4	0.02%	91.44%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2060	44	0.24%	91.69%	LOCNUM=000 SASN REQUIRED WITH THIS REQTP/ACT TYP COMBINATION AT THIS LOCATION
2065	9	0.05%	91.74%	LOCBAN REQUIRED
2067	1	0.01%	91.74%	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
2080	49	0.27%	92.01%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	36	0.20%	92.21%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	9	0.05%	92.26%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	3	0.02%	92.28%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2109	30	0.17%	92.44%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2115	9	0.05%	92.49%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	318	1.76%	94.25%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTP/ACT CODE
2130	6	0.03%	94.28%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2145	1	0.01%	94.29%	LOCBAN MUST EQUAL EAN OR EATN
2155	1	0.01%	94.29%	ATN MUST BE 10 NUMERICS
2200	2	0.01%	94.31%	EATN MUST BE 10 NUMERICS
2350	35	0.19%	94.50%	ERL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
2355	2	0.01%	94.51%	ERL PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
3035	52	0.29%	94.80%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
3040	5	0.03%	94.83%	REFNUM=0002-TELNO= OTN PROHIBITED WHEN LNA = A, D, W, Y, L, P9
3045	56	0.31%	95.14%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	90	0.50%	95.63%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	8	0.04%	95.68%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3057	1	0.01%	95.68%	FPI PROHIBITED ON REQTP/ACTIVITY TYPE COMBINATION
3060	3	0.02%	95.70%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
3065	7	0.04%	95.74%	TELNO= PIC VALID ENTRIES ARE PIC CODE OF 4 NUMERICS, NONE, DFLT, NA
3075	3	0.02%	95.75%	TELNO= VALID LPIC ENTRIES ARE AN LPIC CODE, NA OR NONE
3110	1	0.01%	95.76%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	13	0.07%	95.83%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTP/ACT/LNA COMBINATION

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001Exhibit AJV-3
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
3125	10	0.06%	95.89%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3135	15	0.08%	95.97%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3140	1	0.01%	95.98%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
3155	5	0.03%	96.00%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	41	0.23%	96.23%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	15	0.08%	96.31%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	29	0.16%	96.47%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3200	3	0.02%	96.49%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	4	0.02%	96.51%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3210	1	0.01%	96.52%	LOCNUM=000 LNUM=00001 TELNO=FEATURE DETAIL PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3220	2	0.01%	96.53%	LOCNUM=000 LNUM=00001 TELNO= IWJK MUST BE 5 ALPHANUMERICS
3240	4	0.02%	96.55%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN IWJK IS POPULATED
3245	4	0.02%	96.57%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3275	2	0.01%	96.58%	LOCNUM=000 LNUM=00001 TELNO= JK NUM REQUIRED WHEN JK CODE IS POPULATED
3285	2	0.01%	96.59%	LOCNUM=000 LNUM=00001 TELNO= JK POS REQUIRED WHEN JK CODE IS POPULATED
3380	1	0.01%	96.60%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3400	1	0.01%	96.61%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N OR C IF ACT IS T
3405	4	0.02%	96.63%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R
3410	21	0.12%	96.74%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3420	2	0.01%	96.75%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	5	0.03%	96.78%	LNUM=00001 LNA MUST BE N OR D IF REQTP IS A DIGITAL, DATA DESIGNED (DS1)
3427	2	0.01%	96.79%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTP/ACT TYP COMBINATION
3433	1	0.01%	96.80%	LOCNUM=000 LNUM=00001 TELNO= LNA PROHIBITED ON THIS REQTP/ACT TYP/SECNCI COMBINATION
3445	8	0.04%	96.84%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3705	17	0.09%	96.94%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMERIC INCLUDING HYPHEN
3735	22	0.12%	97.06%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3745	1	0.01%	97.06%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
3755	23	0.13%	97.19%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
4000	1	0.01%	97.20%	DL DATA ELEMENTS REQUIRED
4015	5	0.03%	97.22%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
4030	2	0.01%	97.24%	DLNUM=0001 LTN= LACT REQUIRED
4035	1	0.01%	97.24%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis Fatals DETAIL)
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
4040	1	0.01%	97.25%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTP AND ACTIVITY TYPE
4045	104	0.57%	97.82%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4052	1	0.01%	97.83%	YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP
4055	69	0.38%	98.21%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4061	1	0.01%	98.21%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTP J, RTY OF LML, AND LACT OF N
4065	97	0.54%	98.75%	DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING
4090	21	0.12%	98.87%	DLNUM=0001 LTN= VALID LTY REQUIRED
4095	2	0.01%	98.88%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTP AND ACTIVITY TYPE
4110	7	0.04%	98.92%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4120	14	0.08%	98.99%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4160	15	0.08%	99.08%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4180	10	0.06%	99.13%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4185	4	0.02%	99.15%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4190	2	0.01%	99.17%	DLNUM=0002 LTN= DOI VALUE INVALID FOR STYLE CODE
4205	1	0.01%	99.17%	DLNUM=0001 LTN REQUIRED
4220	3	0.02%	99.19%	DLNUM=0001 LTN= LNLN REQUIRED
4310	1	0.01%	99.19%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4385	2	0.01%	99.20%	DLNUM=0001 LTN= INVALID LAST ENTRY
4478	8	0.04%	99.25%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4485	4	0.02%	99.27%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4495	1	0.01%	99.28%	DLNUM=0001 LTN= SIC ENTRY MUST BE 4 OR 5 NUMERICS
4505	4	0.02%	99.30%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4530	1	0.01%	99.30%	DLNUM=0001 LTN= ADI PROHIBITED WHEN LASN OR LALOC IS POPULATED
4600	1	0.01%	99.31%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
4685	2	0.01%	99.32%	DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE
5015	1	0.01%	99.33%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5065	1	0.01%	99.33%	LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS
5070	7	0.04%	99.37%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5095	1	0.01%	99.38%	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5110	1	0.01%	99.38%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	1	0.01%	99.39%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5135	11	0.06%	99.45%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis FataIs DETAIL)
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
6005	4	0.02%	99.47%	NC CODE INVALID
6045	9	0.05%	99.52%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6050	7	0.04%	99.56%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	9	0.05%	99.61%	LQTY IS REQUIRED FOR REQTYPE/ACT COMBINATION
7000	1	0.01%	99.61%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
8040	2	0.01%	99.62%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFFER
8140	21	0.12%	99.74%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYPE E, F OR M FOR LNA C, G, N OR V
8165	2	0.01%	99.75%	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST
8175	1	0.01%	99.76%	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N I1 ESXDC
8180	22	0.12%	99.88%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8210	1	0.01%	99.88%	LNUM=00001 TC PER PROHIBITED WHEN LNUM TC OPT IS NOT ST OR TC
8255	21	0.12%	100.00%	INVALID ACTIVITY TYPE
	18089	100.00%		

AGGREGATE ORDER TYPES**ERROR DETAILS - 8825**

Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR
8825	ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!
8825	ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOCs!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /TN
8825	ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis 1000 DETAIL)
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AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC.
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
1000	CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCOSL & UEAMC WHICH SHOULD NOT BE ON LY-- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00..
1000	ACCOUNT , SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERROS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER # , PON#,

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis 1000 DETAIL)
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AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
1000	CLEARED ERROR
1000	CORRECT SVC ORDER BY REMOVING OCOSL & UEAMC-WHCH SHOULD NOT BE ON LY-- RQST
1000	CORRECT ERRORS
1000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
1000	CORRECTED SYSTEM GENERATED ORDER #
1000	SENT S STATUS REFERRAL FORM 06-20-00.
1000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF, ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSL AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LY--ORDER)

Trunk Group Performance - Aggregate																									
Tennessee		Average blocking percentage by hour																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Aug-00	BellSouth	0.0084	0.0030	0.0006	0.0000	0.0006	0.0068	0.4921	0.0417	0.3249	0.1087	0.0699	0.0595	0.0587	0.1708	0.0415	0.0353	0.0112	0.0723	0.0544	0.0006	0.0096	0.0317	0.0862	0.0576
	CLEC	0.0000	0.0003	0.0894	0.0000	0.0000	0.0004	0.0356	0.0697	0.0445	0.0143	0.0122	0.0148	0.0171	0.0088	0.0273	0.0238	0.0409	0.0301	0.0031	0.0020	0.1757	0.2898	0.0140	0.0018
	Difference	0.0084	0.0027	-0.0888	0.0000	0.0006	0.0064	0.4565	-0.0281	0.2804	0.0944	0.0577	0.0447	0.0416	0.1620	0.0143	0.0115	-0.0297	0.0422	0.0514	-0.0014	-0.1661	-0.2581	0.0722	0.0558
Sep-00	BellSouth	0.0186	0.0186	0.0123	0.0017	0.0032	0.0118	0.0607	0.1724	0.4406	0.2229	0.3368	0.0576	0.0942	0.2058	0.1120	0.0441	0.0738	0.0469	0.0043	0.0075	0.0389	0.0296	0.0384	0.1458
	CLEC	0.0011	0.0002	0.0281	0.0002	0.0000	0.0033	0.0474	0.1776	0.1129	0.0261	0.0285	0.0299	0.0323	0.0437	0.0391	0.0908	0.0438	0.0134	0.0379	0.0129	0.4230	0.7147	0.0191	0.0022
	Difference	0.0176	0.0184	-0.0159	0.0015	0.0032	0.0084	0.0133	-0.0053	0.3278	0.1967	0.3083	0.0276	0.0619	0.1621	0.0729	-0.0466	0.0300	0.0335	-0.0337	-0.0054	-0.3842	-0.6851	0.0194	0.1436
Oct-00	BellSouth	0.0134	0.0148	0.0008	0.0025	0.0003	0.0016	0.8764	2.4455	1.5437	1.0945	0.3557	0.7137	0.1433	1.5530	0.3835	1.7737	0.5931	0.5560	0.2281	0.1479	0.0852	0.1097	0.0667	0.0491
	CLEC	0.0212	0.0254	0.0031	0.0527	0.0147	0.1085	0.8483	2.0681	1.0243	0.4535	0.2820	0.3332	0.2075	0.3746	0.3025	0.4783	0.5379	0.5164	0.3329	0.2819	0.4918	0.5768	0.2063	0.0564
	Difference	-0.0078	-0.0106	-0.0023	-0.0503	-0.0145	-0.1068	0.0281	0.3775	0.5194	0.6410	0.0737	0.3805	-0.0642	1.1784	0.0810	1.2954	0.0552	0.0396	-0.1048	-0.1341	-0.4067	-0.4671	-0.1395	-0.0073
Nov-00	BellSouth	0.1582	0.0204	0.0074	0.0062	0.0082	0.7076	2.2964	0.6359	0.4719	0.0758	0.3709	0.2270	0.4039	1.1950	0.1824	0.2839	0.3667	1.2912	0.8064	0.0369	0.0069	0.0371	2.9530	0.2204
	CLEC	0.0311	0.0072	0.0026	0.0055	0.0051	0.0029	0.0313	0.1908	0.0886	0.0651	0.0449	0.0417	0.0358	0.0598	0.0327	0.0320	0.0444	0.0804	0.1018	0.0835	0.2103	0.1457	0.0162	0.0161
	Difference	0.1271	0.0132	0.0049	0.0007	0.0031	0.7047	2.2652	0.4452	0.3833	0.0107	0.3260	0.1852	0.3681	1.1352	0.1497	0.2519	0.3223	1.2108	0.7046	-0.0466	-0.2034	-0.1086	2.9367	0.2043
Dec-00	BellSouth	0.0425	0.0037	0.0007	0.0013	0.0019	0.1049	0.2083	0.2367	0.3048	0.1945	0.0706	0.0315	0.2827	0.3590	0.0738	0.0602	0.0546	0.0247	0.0063	0.0025	0.0022	0.0016	0.0412	0.1123
	CLEC	0.0050	0.0003	0.0049	0.0006	0.0016	0.0120	0.0266	0.1436	0.1194	0.0481	0.1130	0.1094	0.0511	0.0266	0.0332	0.0291	0.0731	0.0852	0.0502	0.0663	0.2062	0.1114	0.0112	0.0025
	Difference	0.0375	0.0033	-0.0043	0.0007	0.0003	0.0930	0.1817	0.0930	0.1854	0.1464	-0.0423	-0.0779	0.2316	0.3323	0.0406	0.0311	-0.0185	-0.0605	-0.0439	-0.0638	-0.2040	-0.1097	0.0300	0.1098
Jan-01	BellSouth	0.0123	0.0027	0.0031	0.0127	0.0014	0.0056	0.1885	0.0716	0.1263	0.0725	0.0659	0.0282	0.1653	0.5347	0.0177	0.0567	0.0425	0.0862	0.0556	0.0013	0.0082	0.0044	0.1681	0.0294
	CLEC	0.0018	0.0010	0.0000	0.0117	0.0000	0.0066	0.0086	0.1013	0.0931	0.0246	0.0186	0.0293	0.0341	0.0285	0.0321	0.1070	0.0762	0.0447	0.0647	0.3451	1.0797	0.5873	0.0615	0.0009
	Difference	0.0105	0.0017	0.0031	0.0010	0.0014	-0.0011	0.1798	-0.0298	0.0332	0.0478	0.0473	-0.0011	0.1312	0.5062	-0.0144	-0.0503	-0.0336	0.0415	-0.0091	-0.3439	-1.0716	-0.5829	0.1066	0.0285
Feb-01	BellSouth	0.0050	0.0014	0.0064	0.0071	0.0025	0.3169	0.1855	0.1093	0.0767	0.1043	0.0160	0.1113	0.1504	0.3565	0.0098	0.0682	0.0273	0.4908	0.4667	0.0205	0.0044	0.0026	2.0178	0.0948
	CLEC	0.0453	0.0502	0.0432	0.0391	0.0699	0.0664	0.0732	0.2176	0.0880	0.0356	0.0321	0.0418	0.0355	0.0417	0.0436	0.1123	0.1126	0.0982	0.1168	0.1527	0.4791	0.3546	0.0447	0.0412
	Difference	-0.0403	-0.0488	-0.0368	-0.0320	-0.0674	0.2504	0.1124	-0.1084	-0.0112	0.0687	-0.0162	0.0696	0.1149	0.3148	-0.0338	-0.0441	-0.0853	0.3927	0.3498	-0.1322	-0.4747	-0.3520	1.9731	0.0536
Mar-01	BellSouth	0.0160	0.0021	0.0034	0.0009	0.0006	0.0066	0.4853	0.1111	0.2342	0.1037	0.0480	0.0978	0.2507	0.1806	0.1420	0.0239	0.0938	0.2198	0.1666	0.0037	0.0067	0.0429	0.5616	0.0275
	CLEC	0.0020	0.0004	0.0005	0.0003	0.0001	0.0005	0.0285	0.1249	0.0963	0.0234	0.0254	0.0336	0.0321	0.0293	0.0459	0.0575	0.0662	0.0815	0.1765	0.3189	0.6817	0.3264	0.0174	0.0013
	Difference	0.0140	0.0017	0.0029	0.0006	0.0005	0.0061	0.4568	-0.0138	0.1379	0.0803	0.0226	0.0642	0.2187	0.1514	0.0961	-0.0336	0.0277	0.1382	-0.0099	-0.3152	-0.6750	-0.2835	0.5442	0.0263
Apr-01	BellSouth	0.0064	0.0043	0.0009	0.0000	0.0001	0.0133	0.6500	0.1758	0.0643	0.0168	0.2672	0.1795	0.2800	0.7795	0.2278	0.5256	0.2185	0.0843	0.0310	0.0025	0.0029	0.0060	0.2799	0.0437
	CLEC	0.0009	0.0012	0.0006	0.0002	0.0002	0.0006	0.0669	0.3935	0.1700	0.0355	0.0285	0.0450	0.0446	0.0559	0.0598	0.0541	0.1106	0.0736	0.0498	0.0781	0.2818	0.2769	0.0720	0.0142
	Difference	0.0054	0.0031	0.0003	-0.0002	-0.0001	0.0127	0.5831	-0.2177	-0.1057	-0.0188	0.2387	0.1344	0.2354	0.7236	0.1680	0.4715	0.1080	0.0107	-0.0188	-0.0755	-0.2790	-0.2709	0.2080	0.0295
May-01	BellSouth	0.0051	0.0004	0.0000	0.0000	0.0012	6.3169	7.4932	0.5002	0.1317	0.0498	0.1681	0.4471	0.3662	0.8102	0.1450	0.3898	0.2437	0.3603	0.1585	0.0060	0.0108	0.0448	2.8002	0.0804
	CLEC	0.0061	0.0053	0.0005	0.0054	0.0001	0.0007	0.0553	0.5385	0.2637	0.0559	0.0583	0.0818	0.0908	0.1086	0.0679	0.0963	0.1181	0.0833	0.0212	0.0267	0.0690	0.0992	0.0495	0.0178
	Difference	-0.0010	-0.0049	-0.0005	-0.0054	0.0011	6.3162	7.4379	-0.0383	-0.1320	-0.0061	0.1098	0.3653	0.2754	0.7016	0.0771	0.2936	0.1255	0.2770	0.1373	-0.0207	-0.0582	-0.0545	2.7507	0.0626
Jun-01	BellSouth	0.0062	0.0008	0.0006	0.0002	0.0001	0.0060	0.7409	0.0491	0.0766	0.0290	0.0375	0.0733	0.0895	0.4859	0.0602	0.0386	0.0687	0.3005	0.1453	0.0072	0.0093	0.0101	0.5068	0.0395
	CLEC	0.0881	0.4622	0.0000	0.0057	0.0001	0.0010	0.0400	0.1337	0.0874	0.0679	0.0835	0.0706	0.0491	0.0568	0.0630	0.0393	0.0491	0.0368	0.0127	0.0213	0.0495	0.0811	0.0430	0.0173
	Difference	-0.0819	-0.4614	0.0006	-0.0054	0.0000	0.0049	0.7009	-0.0846	-0.0108	-0.0389	-0.0460	0.0027	0.0404	0.4291	-0.0028	-0.0007	0.0196	0.2637	0.1326	-0.0141	-0.0402	-0.0710	0.4637	0.0223
Jul-01	BellSouth	0.0110	0.0007	0.0000	0.0024	0.3008	0.4381	1.4967	0.1027	0.0651	0.0538	0.0305	0.0097	0.1283	0.2420	0.0214	0.0161	0.1469	0.6746	0.7498	0.0070	0.0121	0.0472	0.5523	0.0287
	CLEC	0.0024	0.0028	0.0032	0.0001	0.0000	0.0005	0.0414	0.0817	0.0396	0.0134	0.0195	0.0387	0.0384	0.0160	0.0084	0.0154	0.0172	0.0201	0.0142	0.0094	0.0133	0.0588	0.0726	0.0149
	Difference	0.0086	-0.0021	-0.0032	0.0023	0.3008	0.4375	1.4553	0.0210	0.0255	0.0404	0.0110	-0.0290	0.0899	0.2260	0.0130	0.0007	0.1297	0.6544	0.7356	-0.0024	-0.0012	-0.0116		

EXHIBIT NO. AJV – 3

August 2001 MSS Report

BellSouth Monthly State Summary

Tennessee, August 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Ordering										
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/TN(%)	Diagnostic		9.11%	14,761				Diagnostic
A.1.1.2	O-7	Business/TN(%)	Diagnostic		15.46%	427				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN(%)	Diagnostic		100.00%	2				Diagnostic
A.1.1.4	O-7	PBX/TN(%)	Diagnostic							Diagnostic
A.1.1.5	O-7	Centrex/TN(%)	Diagnostic							Diagnostic
A.1.1.6	O-7	ISDN/TN(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/TN(%)	Diagnostic		31.95%	2,582				Diagnostic
A.1.2.2	O-7	Business/TN(%)	Diagnostic		44.60%	287				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN(%)	Diagnostic		100.00%	1				Diagnostic
A.1.2.4	O-7	PBX/TN(%)	Diagnostic							Diagnostic
A.1.2.5	O-7	Centrex/TN(%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/TN(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN(%)	Diagnostic		44.37%	151				Diagnostic
A.1.3.2	O-7	Business/TN(%)	Diagnostic		33.94%	277				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN(%)	Diagnostic		27.27%	22				Diagnostic
A.1.3.4	O-7	PBX/TN(%)	Diagnostic		28.57%	28				Diagnostic
A.1.3.5	O-7	Centrex/TN(%)	Diagnostic		66.67%	3				Diagnostic
A.1.3.6	O-7	ISDN/TN(%)	Diagnostic		30.00%	30				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN(%)	>= 97% w in 1 hr		94.87%	1,346				NO
A.1.4.2	O-8	Business/TN(%)	>= 97% w in 1 hr		96.97%	66				NO
A.1.4.3	O-8	Design (Specials)/TN(%)	>= 97% w in 1 hr		50.00%	2				NO
A.1.4.4	O-8	PBX/TN(%)	>= 97% w in 1 hr							
A.1.4.5	O-8	Centrex/TN(%)	>= 97% w in 1 hr							
A.1.4.6	O-8	ISDN/TN(%)	>= 97% w in 1 hr							
Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/TN(%)	>= 85% w in 10 hrs		97.13%	836				YES
A.1.7.2	O-8	Business/TN(%)	>= 85% w in 10 hrs		95.45%	132				YES
A.1.7.3	O-8	Design (Specials)/TN(%)	>= 85% w in 10 hrs		0.00%	1				NO
A.1.7.4	O-8	PBX/TN(%)	>= 85% w in 10 hrs							
A.1.7.5	O-8	Centrex/TN(%)	>= 85% w in 10 hrs							
A.1.7.6	O-8	ISDN/TN(%)	>= 85% w in 10 hrs							
Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/TN(%)	>= 85% w in 24 hrs		95.52%	67				YES
A.1.8.2	O-8	Business/TN(%)	>= 85% w in 24 hrs		96.94%	98				YES
A.1.8.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs		50.00%	6				NO
A.1.8.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs		100.00%	8				YES
A.1.8.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs		100.00%	2				YES
A.1.8.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs		88.89%	9				YES
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN(%)	>= 95% w in 3 hrs		99.23%	13,408				YES
A.1.9.2	O-9	Business/TN(%)	>= 95% w in 3 hrs		99.43%	353				YES
A.1.9.3	O-9	Design (Specials)/TN(%)	>= 95% w in 3 hrs							
A.1.9.4	O-9	PBX/TN(%)	>= 95% w in 3 hrs							
A.1.9.5	O-9	Centrex/TN(%)	>= 95% w in 3 hrs							
A.1.9.6	O-9	ISDN/TN(%)	>= 95% w in 3 hrs							
FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/TN(%)	>= 85% w in 10 hrs		93.20%	2,014				YES
A.1.12.2	O-9	Business/TN(%)	>= 85% w in 10 hrs		95.24%	189				YES

BellSouth Monthly State Summary
Tennessee, August 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.3	O-9 Design (Specials)/TN(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9 PBX/TN(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9 Centrex/TN(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9 ISDN/TN(%)	>= 85% w in 10 hrs								
FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9 Residence/TN(%)	>= 85% w in 36 hrs			98.72%	78				YES
A.1.13.2	O-9 Business/TN(%)	>= 85% w in 36 hrs			100.00%	195				YES
A.1.13.3	O-9 Design (Specials)/TN(%)	>= 85% w in 36 hrs			100.00%	13				YES
A.1.13.4	O-9 PBX/TN(%)	>= 85% w in 36 hrs			100.00%	18				YES
A.1.13.5	O-9 Centrex/TN(%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.6	O-9 ISDN/TN(%)	>= 85% w in 36 hrs			100.00%	19				YES
FOC & Reject Response Completeness - Mechanized										
A.1.14.1	O-11 Residence/TN(%)	>= 95%			99.60%	14,761				YES
A.1.14.2	O-11 Business/TN(%)	>= 95%			97.89%	427				YES
A.1.14.3	O-11 Design (Specials)/TN(%)	>= 95%			100.00%	2				YES
A.1.14.4	O-11 PBX/TN(%)	>= 95%								
A.1.14.5	O-11 Centrex/TN(%)	>= 95%								
A.1.14.6	O-11 ISDN/TN(%)	>= 95%								
FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1	O-11 Residence/TN(%)	>= 95%			99.77%	2,582				YES
A.1.15.2	O-11 Business/TN(%)	>= 95%			99.30%	287				YES
A.1.15.3	O-11 Design (Specials)/TN(%)	>= 95%			100.00%	1				YES
A.1.15.4	O-11 PBX/TN(%)	>= 95%								
A.1.15.5	O-11 Centrex/TN(%)	>= 95%								
A.1.15.6	O-11 ISDN/TN(%)	>= 95%								
FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11 Residence/TN(%)	>= 95%			94.70%	151				NO
A.1.16.2	O-11 Business/TN(%)	>= 95%			96.39%	277				YES
A.1.16.3	O-11 Design (Specials)/TN(%)	>= 95%			81.82%	22				NO
A.1.16.4	O-11 PBX/TN(%)	>= 95%			92.86%	28				NO
A.1.16.5	O-11 Centrex/TN(%)	>= 95%			100.00%	3				YES
A.1.16.6	O-11 ISDN/TN(%)	>= 95%			93.33%	30				NO
FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1	O-11 Residence/TN(%)	>= 95%			96.65%	14,702				YES
A.1.17.2	O-11 Business/TN(%)	>= 95%			97.37%	418				YES
A.1.17.3	O-11 Design (Specials)/TN(%)	>= 95%			50.00%	2				NO
A.1.17.4	O-11 PBX/TN(%)	>= 95%								
A.1.17.5	O-11 Centrex/TN(%)	>= 95%								
A.1.17.6	O-11 ISDN/TN(%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1	O-11 Residence/TN(%)	>= 95%			87.89%	2,576				NO
A.1.18.2	O-11 Business/TN(%)	>= 95%			87.02%	285				NO
A.1.18.3	O-11 Design (Specials)/TN(%)	>= 95%			100.00%	1				YES
A.1.18.4	O-11 PBX/TN(%)	>= 95%								
A.1.18.5	O-11 Centrex/TN(%)	>= 95%								
A.1.18.6	O-11 ISDN/TN(%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11 Residence/TN(%)	>= 95%			94.41%	143				NO
A.1.19.2	O-11 Business/TN(%)	>= 95%			89.14%	267				NO
A.1.19.3	O-11 Design (Specials)/TN(%)	>= 95%			94.44%	18				NO
A.1.19.4	O-11 PBX/TN(%)	>= 95%			96.15%	26				YES
A.1.19.5	O-11 Centrex/TN(%)	>= 95%			100.00%	3				YES
A.1.19.6	O-11 ISDN/TN(%)	>= 95%			100.00%	28				YES
Resale - Provisioning										

04/26/2002

BellSouth Monthly State Summary **Tennessee, August 2001**

A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN(days)
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN(days)
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN(days)

% Jeopardies - Mechanized

A.2.4.1	P-2	Residence/TN(%)
A.2.4.2	P-2	Business/TN(%)
A.2.4.3	P-2	Design (Specials)/TN(%)
A.2.4.4	P-2	PBX/TN(%)
A.2.4.5	P-2	Centrex/TN(%)
A.2.4.6	P-2	ISDN/TN(%)

% Jeopardies - Non-Mechanized

A.2.5.1	P-2	Residence/TN(%)
A.2.5.2	P-2	Business/TN(%)
A.2.5.3	P-2	Design (Specials)/TN(%)
A.2.5.4	P-2	PBX/TN(%)
A.2.5.5	P-2	Centrex/TN(%)
A.2.5.6	P-2	ISDN/TN(%)

Average Jeopardy Notice Interval - Mechanized

A.2.7.1	P-2	Residence/TN(hours)
A.2.7.2	P-2	Business/TN(hours)
A.2.7.3	P-2	Design (Specials)/TN(hours)
A.2.7.4	P-2	PBX/TN(hours)
A.2.7.5	P-2	Centrex/TN(hours)
A.2.7.6	P-2	ISDN/TN(hours)

Average Jeopardy Notice Interval - Non-Mechanized

A.2.8.1	P-2	Residence/TN(hours)
A.2.8.2	P-2	Business/TN(hours)
A.2.8.3	P-2	Design (Specials)/TN(hours)
A.2.8.4	P-2	PBX/TN(hours)
A.2.8.5	P-2	Centrex/TN(hours)
A.2.8.6	P-2	ISDN/TN(hours)

% Jeopardy Notice >= 48 hours - Mechanized

A.2.9.1	P-2	Residence/TN(%)
A.2.9.2	P-2	Business/TN(%)
A.2.9.3	P-2	Design (Specials)/TN(%)
A.2.9.4	P-2	PBX/TN(%)
A.2.9.5	P-2	Centrex/TN(%)
A.2.9.6	P-2	ISDN/TN(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

A.2.10.1	P-2	Residence/TN(%)
A.2.10.2	P-2	Business/TN(%)
A.2.10.3	P-2	Design (Specials)/TN(%)
A.2.10.4	P-2	PBX/TN(%)
A.2.10.5	P-2	Centrex/TN(%)
A.2.10.6	P-2	ISDN/TN(%)

% Missed Installation Appointments

A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN(%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN(%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN(%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN(%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN(%)

Benchmark / Analog

ISDN
ISDN
ISDN

Res
Bus
Design
PBX
Centrex
ISDN

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

Res
Res
Res
Res
Bus
Bus
Bus
Bus
Design
Design
Design

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES

0.47%	312,073	0.74%	12,115		0.00063	-4.3200	NO
1.85%	24,384	1.84%	653		0.00535	0.0299	YES
16.79%	1,245	0.00%	30		0.06905	2.4310	YES
4.26%	258	0.00%	18		0.04925	0.8656	YES
1.58%	1,200	0.00%	4		0.06252	0.2533	YES
8.25%	1,563	0.00%	17		0.06710	1.2300	YES

		50.00%	2				Diagnostic
		50.00%	2				Diagnostic
		0.00%	1				Diagnostic
							Diagnostic
							Diagnostic
		100.00%	2				Diagnostic

		168.00	41				YES
		132.00	4				YES

		24.00	1				Diagnostic
		324.00	2				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		204.00	2				Diagnostic

		100.00%	41				YES
		100.00%	4				YES

		0.00%	1				Diagnostic
		100.00%	2				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		100.00%	2				Diagnostic

8.20%	18,127	4.69%	576		0.01161	3.0233	YES
0.22%	293,362	0.09%	11,605		0.00044	3.0373	YES
6.25%	16	0.00%	1		0.24951	0.2505	YES
2.45%	9,458	1.38%	145		0.01294	0.8294	YES
0.14%	14,690	0.00%	507		0.00171	0.8376	YES
8.22%	73						
0.00%	2	0.00%	1		0.00000		YES
4.51%	1,019	3.57%	28		0.03977	0.2371	YES
7.69%	39	0.00%	2		0.19319	0.3982	YES
0.00%	1						

BellSouth Monthly State Summary **Tennessee, August 2001**

A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN(%)
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN(%)
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN(%)
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN(%)
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN(%)
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN(%)
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN(%)
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN(%)
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN(%)
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN(%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN(%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN(%)
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN(%)
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN(%)
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN(%)
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN(%)
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN(%)
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN(%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN(%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN(%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN(%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN(%)
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN(%)

Average Completion Notice Interval - Mechanized

A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN(hours)
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN(hours)
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN(hours)
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN(hours)
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN(hours)
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN(hours)
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN(hours)
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN(hours)
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN(hours)
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN(hours)

Benchmark / Analog

Design
PBX
PBX
PBX
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
3.77%	53						
1.12%	178	0.00%	11		0.03275	0.3431	YES
0.00%	30	0.00%	7		0.00000		YES
1.35%	445	0.00%	1		0.11546	0.1168	YES
0.00%	717	0.00%	3		0.00000		YES
0.00%	8	0.00%	1		0.00000		YES
0.00%	21						
6.34%	694	0.00%	4		0.12219	0.5189	YES
1.13%	796	0.00%	14		0.02850	0.3967	YES
0.00%	18	0.00%	1		0.00000		YES

Res
Res
Res
Res
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN

8.64%	15,651	8.91%	505		0.01271	-0.2094	YES
3.45%	254,591	3.76%	11,193		0.00176	-1.7739	NO
27.78%	18						
4.70%	8,044	3.92%	102		0.02109	0.3688	YES
4.38%	12,264	4.70%	298		0.01200	-0.2662	YES
5.41%	74						
0.00%	2						
2.98%	1,710	0.65%	155		0.01427	1.6380	YES
2.33%	43	0.00%	1		0.15246	0.1525	YES
0.00%	4						
0.00%	60						
0.64%	157	0.00%	4		0.04028	0.1581	YES
0.00%	1						
0.00%	20	0.00%	2		0.00000		YES
0.93%	215						
0.18%	560						
0.00%	14						
0.00%	27						
3.46%	896	0.00%	3		0.10569	0.3273	YES
0.34%	891	0.00%	11		0.01757	0.1916	YES
33.33%	3						
0.00%	12						

Res
Res
Res
Res
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex

0.99	13,725	0.38	522	6.786	0.30261	2.0374	YES
1.27	246,378	0.79	10,415	5.659	0.05661	8.4513	YES
0.02	13	0.02	1	0.014	0.01442	0.3200	YES
2.42	4,118	1.78	117	17.181	1.61078	0.3920	YES
1.53	11,287	0.60	298	11.988	0.70358	1.3318	YES
6.18	55			38.259			
0.75	2	0.33	1	0.042	0.05193	8.0879	YES
171.20	736			436.589			
57.41	30			117.662			
25.94	30			59.041			
13.82	130	0.28	2	54.873	39.09812	0.3464	YES
2.00	30			6.743			
9.37	255			41.751			
8.25	446			60.451			
0.13	4			0.225			
6.95	20			24.610			

A.2.14.6.1.1	P-5	ISDN<10 circuits/Dispatch/TN(hours)
A.2.14.6.1.2	P-5	ISDN<10 circuits/Non-Dispatch/TN(hours)
A.2.14.6.2.1	P-5	ISDN>=10 circuits/Dispatch/TN(hours)
A.2.14.6.2.2	P-5	ISDN>=10 circuits/Non-Dispatch/TN(hours)

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.1.2.1	P-5	Residence/>>=10 circuits/Dispatch/TN(hours)
A.2.15.1.2.2	P-5	Residence/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/TN(hours)
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.2.2.1	P-5	Business/>>=10 circuits/Dispatch/TN(hours)
A.2.15.2.2.2	P-5	Business/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN(hours)
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN(hours)
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN(hours)
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.4.2.1	P-5	PBX/>>=10 circuits/Dispatch/TN(hours)
A.2.15.4.2.2	P-5	PBX/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN(hours)
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.5.2.1	P-5	Centrex/>>=10 circuits/Dispatch/TN(hours)
A.2.15.5.2.2	P-5	Centrex/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN(hours)
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN(hours)
A.2.15.6.2.1	P-5	ISDN/>>=10 circuits/Dispatch/TN(hours)
A.2.15.6.2.2	P-5	ISDN/>>=10 circuits/Non-Dispatch/TN(hours)

A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN(days)
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN(days)
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN(days)
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN(days)
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN(days)
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN(days)
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN(days)
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN(days)
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN(days)
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN(days)
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN(days)

Total Service Order Cycle Time - Priority Normalized	
A.2.18.1.1.1	P-10 Residence/<10 circuits/Dispatch/TN(days)
A.2.18.1.1.2	P-10 Residence/<10 circuits/Non-Dispatch/TN(days)
A.2.18.1.2.1	P-10 Residence/>>=10 circuits/Dispatch/TN(days)
A.2.18.1.2.2	P-10 Residence/>>=10 circuits/Non-Dispatch/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ISDN	58.52	404			121.124			
ISDN	122.29	577	0.02	1	445.162	445.54769	0.2744	YES
ISDN								
ISDN	0.70	17			0.560			

Diagnostic		25.90	14				Diagnostic
Diagnostic		15.64	44				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		24.73	18				Diagnostic
Diagnostic		15.07	134				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		145.79	2				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		37.08	5				Diagnostic
Diagnostic							Diagnostic
Diagnostic		14.00	5				Diagnostic
Diagnostic							Diagnostic
Diagnostic		14.00	1				Diagnostic
Diagnostic		36.98	1				Diagnostic
Diagnostic							Diagnostic
Diagnostic		61.42	1				Diagnostic
Diagnostic		22.93	10				Diagnostic
Diagnostic							Diagnostic
Diagnostic		14.00	1				Diagnostic

[illegible]

Diagnostic		4.66	46			Diagnostic
Diagnostic		1.34	1,079			Diagnostic
Diagnostic						Diagnostic
Diagnostic						Diagnostic

Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		2.03	30				Diagnostic
		1.28	116				Diagnostic
							Diagnostic
		1.00	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		6.50	2				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		5.00	1				Diagnostic
							Diagnostic
							Diagnostic

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		4.09	11				Diagnostic
		2.92	36				Diagnostic
							Diagnostic
							Diagnostic
		4.85	13				Diagnostic
		2.83	69				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		4.00	2				Diagnostic
							Diagnostic
							Diagnostic
		3.00	5				Diagnostic
							Diagnostic
		4.00	1				Diagnostic
		0.33	1				Diagnostic
							Diagnostic
		15.00	1				Diagnostic
		5.00	6				Diagnostic
							Diagnostic
		3.00	1				Diagnostic

**Benchmark /
Analog**

[illegible][illegible][illegible][illegible][illegible]

		4.11	9				Diagnostic
		2.00	29				Diagnostic
							Diagnostic
							Diagnostic
		4.85	13				Diagnostic
		2.82	68				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		4.00	1				Diagnostic
							Diagnostic
		3.00	4				Diagnostic
							Diagnostic
		4.00	1				Diagnostic
		0.33	1				Diagnostic
							Diagnostic
		15.00	1				Diagnostic
		5.40	5				Diagnostic

BellSouth Monthly State Summary Tennessee, August 2001

Tennessee, August 2021			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN(days)	Diagnostic Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN(days)				3.00	1				Diagnostic
Service Order Accuracy											
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN(%)	>= 95%			100.00%	6				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN(%)	>= 95%			87.83%	641				NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN(%)	>= 95%			76.47%	17				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN(%)	>= 95%			89.54%	373				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			75.00%	8				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN(%)	>= 95%			73.33%	15				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	11				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	>= 95%								
Resale - Maintenance and Repair											
Missed Repair Appointments											
A.3.1.1.1	M&R-1	Residence/Dispatch/TN(%)	Res	7.17%	53,119	3.95%	1,140		0.00772	4.1776	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN(%)	Res	1.35%	27,271	1.36%	294		0.00676	-0.0219	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN(%)	Bus	6.33%	7,460	5.95%	185		0.01812	0.2103	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN(%)	Bus	2.22%	3,286	20.88%	91		0.01566	-11.9123	NO
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN(%)	Design	0.49%	1,215	0.00%	9		0.02345	0.2106	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN(%)	Design	0.67%	1,186	0.00%	4		0.04100	0.1645	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN(%)	PBX	11.54%	26						
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN(%)	PBX	0.00%	56	0.00%	1		0.00000		YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN(%)	Centrex	8.95%	570						
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN(%)	Centrex	4.58%	284	20.00%	5		0.09429	-1.6357	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN(%)	ISDN	15.00%	520	0.00%	5		0.16045	0.9349	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN(%)	ISDN	2.14%	560	0.00%	1		0.14494	0.1478	YES
Customer Trouble Report Rate											
A.3.2.1.1	M&R-2	Residence/Dispatch/TN(%)	Res	2.71%	1,962,700	3.05%	37,316		0.00086	-4.0546	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN(%)	Res	1.39%	1,962,700	0.79%	37,316		0.00062	9.7665	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN(%)	Bus	1.57%	476,266	1.86%	9,920		0.00127	-2.3517	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN(%)	Bus	0.69%	476,266	0.92%	9,920		0.00084	-2.6986	NO
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN(%)	Design	0.32%	381,436	0.38%	2,375		0.00116	-0.5201	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN(%)	Design	0.31%	381,436	0.17%	2,375		0.00115	1.2416	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN(%)	PBX	0.04%	59,261	0.00%	701		0.00080	0.5513	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN(%)	PBX	0.09%	59,261	0.14%	701		0.00117	-0.4123	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN(%)	Centrex	0.74%	76,760	0.00%	247		0.00549	1.3521	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN(%)	Centrex	0.37%	76,760	2.02%	247		0.00388	-4.2675	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN(%)	ISDN	1.73%	30,080	0.71%	702		0.00502	2.0248	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN(%)	ISDN	1.86%	30,080	0.14%	702		0.00521	3.3002	YES
Maintenance Average Duration											
A.3.3.1.1	M&R-3	Residence/Dispatch/TN(hours)	Res	35.71	53,119	34.88	1,140		0.90337	0.9159	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN(hours)	Res	15.78	27,271	8.56	294	23.050	1.35155	5.3413	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN(hours)	Bus	9.91	7,460	9.43	185	13.643	1.01538	0.4760	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN(hours)	Bus	3.89	3,286	5.34	91	7.077	0.75206	-1.9292	NO
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN(hours)	Design	4.82	1,215	2.67	9	30.619	10.24403	0.2103	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN(hours)	Design	2.54	1,186	4.40	4	15.135	7.58010	-0.2444	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN(hours)	PBX	13.11	26			22.938			
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN(hours)	PBX	2.79	56	0.03	1	1.612	1.62582	1.6942	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN(hours)	Centrex	10.73	570			12.608			
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN(hours)	Centrex	5.06	284	5.47	5	9.094	4.10247	-0.0995	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN(hours)	ISDN	13.07	520	5.99	5	16.732	7.51853	0.9413	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN(hours)	ISDN	2.99	560	2.28	1	6.932	6.93839	0.1011	YES

% Repeat Troubles within 30 Days

BellSouth Monthly State Summary
Tennessee, August 2001

Tennessee, August 2001			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.4.1.1	M&R-4	Residence/Dispatch/TN(%)	Res	24.32%	53,119	16.40%	1,140		0.01284	6.1612	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN(%)	Res	20.99%	27,271	18.37%	294		0.02388	1.0995	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN(%)	Bus	17.69%	7,460	15.68%	185		0.02840	0.7107	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN(%)	Bus	16.07%	3,286	16.48%	91		0.03903	-0.1064	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN(%)	Design	42.88%	1,215	44.44%	9		0.16558	-0.0944	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN(%)	Design	42.66%	1,186	50.00%	4		0.24771	-0.2961	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN(%)	PBX	7.69%	26						
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN(%)	PBX	5.36%	56	0.00%	1		0.22717	0.2358	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN(%)	Centrex	13.16%	570						
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN(%)	Centrex	11.62%	284	40.00%	5		0.14457	-1.9631	NO
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN(%)	ISDN	35.00%	520	40.00%	5		0.21433	-0.2333	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN(%)	ISDN	30.89%	560	0.00%	1		0.46246	0.6680	YES
Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/TN(%)	Res	49.50%	34,982	58.34%	881		0.01706	-5.1849	NO
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN(%)	Res	29.26%	9,637	12.85%	179		0.03432	4.7823	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN(%)	Bus	6.00%	4,448	1.89%	106		0.02334	1.7631	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN(%)	Bus	1.65%	1,337	0.00%	58		0.01706	0.9644	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN(%)	Design	0.49%	1,215	0.00%	9		0.02345	0.2106	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN(%)	Design	0.67%	1,186	0.00%	4		0.04100	0.1645	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN(%)	PBX	0.00%	15						
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN(%)	PBX	0.00%	8	0.00%	1		0.00000		YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN(%)	Centrex	6.53%	337						
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN(%)	Centrex	3.14%	159						
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN(%)	ISDN	14.81%	520	0.00%	5		0.15960	0.9278	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN(%)	ISDN	2.15%	558	0.00%	1		0.14519	0.1481	YES
Resale - Billing											
Invoice Accuracy											
A.4.1	B-1	TN(%)	BST - State	99.02%	\$199,231,620	99.71%	\$2,319,481		0.00007	-105.8282	YES
Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)	BST - Region	3.98	1	3.58	1,801				YES

BellSouth Monthly State Summary
Tennessee, August 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Ordering										
% Rejected Service Requests - Mechanized										
B.1.1.1.1	O-7	Switch Ports/TN(%)	Diagnostic							Diagnostic
B.1.1.1.2	O-7	Local Interoffice Transport/TN(%)	Diagnostic							Diagnostic
B.1.1.1.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic		17.44%	3,728				Diagnostic
B.1.1.1.4	O-7	Combo Other/TN(%)	Diagnostic							Diagnostic
B.1.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic		9.18%	196				Diagnostic
B.1.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic		76.92%	13				Diagnostic
B.1.1.1.7	O-7	Line Sharing/TN(%)	Diagnostic							Diagnostic
B.1.1.1.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic		52.08%	192				Diagnostic
B.1.1.1.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.1.1.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic							Diagnostic
B.1.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.1.1.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic		42.86%	7				Diagnostic
B.1.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.1.1.14	O-7	Other Design/TN(%)	Diagnostic		26.47%	68				Diagnostic
B.1.1.1.15	O-7	Other Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.1.1.16	O-7	INP Standalone/TN(%)	Diagnostic							Diagnostic
B.1.1.1.17	O-13	LNP Standalone/TN(%)	Diagnostic		7.89%	114				Diagnostic
% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/TN(%)	Diagnostic							Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/TN(%)	Diagnostic							Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic		33.75%	2,388				Diagnostic
B.1.2.4	O-7	Combo Other/TN(%)	Diagnostic							Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic		0.00%	40				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic		28.57%	42				Diagnostic
B.1.2.7	O-7	Line Sharing/TN(%)	Diagnostic							Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic		28.26%	506				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic							Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic		31.48%	162				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.2.14	O-7	Other Design/TN(%)	Diagnostic		29.63%	27				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.2.16	O-7	INP Standalone/TN(%)	Diagnostic							Diagnostic
B.1.2.17	O-13	LNP Standalone/TN(%)	Diagnostic		34.41%	186				Diagnostic
% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/TN(%)	Diagnostic							Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN(%)	Diagnostic		50.00%	8				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic		37.17%	452				Diagnostic
B.1.3.4	O-7	Combo Other/TN(%)	Diagnostic							Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic		19.20%	323				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic		12.92%	240				Diagnostic
B.1.3.7	O-7	Line Sharing/TN(%)	Diagnostic		13.51%	74				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic		30.43%	345				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic		44.52%	301				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic		0.00%	5				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic		37.61%	327				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.3.14	O-7	Other Design/TN(%)	Diagnostic		20.08%	244				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN(%)	Diagnostic							Diagnostic
B.1.3.16	O-7	INP Standalone/TN(%)	Diagnostic		29.10%	433				Diagnostic
B.1.3.17	O-13	LNP Standalone/TN(%)	Diagnostic		20.58%	481				Diagnostic

Reject Interval - Mechanized

**Benchmark /
Analog**

[illegible]

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		94.78%	651				NO
		91.67%	24				NO
		70.00%	10				NO
		73.27%	101				NO
		100.00%	3				YES
		88.89%	18				NO
		100.00%	13				YES

[illegible]

		98.53%	819				YES
		100.00%	12				YES
		97.32%	149				YES
		91.23%	57				YES
		88.89%	9				YES
		85.71%	70				YES

[illegible]

		100.00%	4				YES
		98.21%	168				YES
		90.40%	125				YES
		96.77%	31				YES
		90.91%	11				YES
		100.00%	111				YES
		100.00%	141				YES
		100.00%	3				YES
		96.77%	155				YES
		92.00%	50				YES
		94.82%	309				YES
		94.26%	122				YES

>= 95% w in 3 hrs
>= 95% w in 3 hrs
>= 95% w in 3 hrs
>= 95% w in 3 hrs
>= 95% w in 3 hrs

		97.57%	3,051				YES
		78.99%	357				NO

BellSouth Monthly State Summary Tennessee, August 2001

B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.9.7	O-9	Line Sharing/TN(%)
B.1.9.8	O-9	2W Analog Loop Design/TN(%)
B.1.9.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.9.14	O-9	Other Design/TN(%)
B.1.9.15	O-9	Other Non-Design/TN(%)
B.1.9.16	O-9	INP Standalone/TN(%)
B.1.9.17	O-15	LNP Standalone/TN(%)

FOC Timeliness - Partially Mechanized - 10 hours

B.1.12.1	O-9	Switch Ports/TN(%)
B.1.12.2	O-9	Local Interoffice Transport/TN(%)
B.1.12.3	O-9	Loop + Port Combinations/TN(%)
B.1.12.4	O-9	Combo Other/TN(%)
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.12.7	O-9	Line Sharing/TN(%)
B.1.12.8	O-9	2W Analog Loop Design/TN(%)
B.1.12.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.12.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.12.14	O-9	Other Design/TN(%)
B.1.12.15	O-9	Other Non-Design/TN(%)
B.1.12.16	O-9	INP Standalone/TN(%)
B.1.12.17	O-15	LNP Standalone/TN(%)

FOC Timeliness - Non-Mechanized

B.1.13.1	O-9	Switch Ports/TN(%)
B.1.13.2	O-9	Local Interoffice Transport/TN(%)
B.1.13.3	O-9	Loop + Port Combinations/TN(%)
B.1.13.4	O-9	Combo Other/TN(%)
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.13.7	O-9	Line Sharing/TN(%)
B.1.13.8	O-9	2W Analog Loop Design/TN(%)
B.1.13.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.13.14	O-9	Other Design/TN(%)
B.1.13.15	O-9	Other Non-Design/TN(%)
B.1.13.16	O-9	INP Standalone/TN(%)
B.1.13.17	O-15	LNP Standalone/TN(%)

FOC & Reject Response Completeness - Mechanized

B.1.14.1	O-11	Switch Ports/TN(%)
B.1.14.2	O-11	Local Interoffice Transport/TN(%)
B.1.14.3	O-11	Loop + Port Combinations/TN(%)
B.1.14.4	O-11	Combo Other/TN(%)
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/TN(%)
B.1.14.7	O-11	Line Sharing/TN(%)
B.1.14.8	O-11	2W Analog Loop Design/TN(%)
B.1.14.9	O-11	2W Analog Loop Non-Design/TN(%)
B.1.14.10	O-11	2W Analog Loop w/INP Design/TN(%)

Benchmark / Analog

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	2				YES
		95.89%	73				YES
		100.00%	4				YES
		100.00%	50				YES
		100.00%	70				YES

		92.73%	1,801				YES
		74.19%	31				NO
		96.88%	32				YES
		96.84%	380				YES
		89.08%	119				YES
		82.61%	23				NO
		91.55%	142				YES

		100.00%	4				YES
		98.56%	278				YES
		100.00%	195				YES
		99.07%	215				YES
		100.00%	66				YES
		100.00%	253				YES
		100.00%	143				YES
		100.00%	11				YES
		99.01%	203				YES
		99.51%	205				YES
		96.01%	351				YES

		98.98%	3,728				YES
		86.67%	105				NO
		92.31%	13				NO
		88.54%	192				NO

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Tennessee, August 2001

B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.14.14	O-11	Other Design/TN(%)
B.1.14.15	O-11	Other Non-Design/TN(%)
B.1.14.16	O-11	INP Standalone/TN(%)
B.1.14.17	O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness - Partially Mechanized

B.1.15.1	O-11	Switch Ports/TN(%)
B.1.15.2	O-11	Local Interoffice Transport/TN(%)
B.1.15.3	O-11	Loop + Port Combinations/TN(%)
B.1.15.4	O-11	Combo Other/TN(%)
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/TN(%)
B.1.15.7	O-11	Line Sharing/TN(%)
B.1.15.8	O-11	2W Analog Loop Design/TN(%)
B.1.15.9	O-11	2W Analog Loop Non-Design/TN(%)
B.1.15.10	O-11	2W Analog Loop w/INP Design/TN(%)
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)
B.1.15.12	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.15.14	O-11	Other Design/TN(%)
B.1.15.15	O-11	Other Non-Design/TN(%)
B.1.15.16	O-11	INP Standalone/TN(%)
B.1.15.17	O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness - Non-Mechanized

B.1.16.1	O-11	Switch Ports/TN(%)
B.1.16.2	O-11	Local Interoffice Transport/TN(%)
B.1.16.3	O-11	Loop + Port Combinations/TN(%)
B.1.16.4	O-11	Combo Other/TN(%)
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN(%)
B.1.16.7	O-11	Line Sharing/TN(%)
B.1.16.8	O-11	2W Analog Loop Design/TN(%)
B.1.16.9	O-11	2W Analog Loop Non-Design/TN(%)
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN(%)
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.16.14	O-11	Other Design/TN(%)
B.1.16.15	O-11	Other Non-Design/TN(%)
B.1.16.16	O-11	INP Standalone/TN(%)
B.1.16.17	O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1	O-11	Switch Ports/TN(%)
B.1.17.2	O-11	Local Interoffice Transport/TN(%)
B.1.17.3	O-11	Loop + Port Combinations/TN(%)
B.1.17.4	O-11	Combo Other/TN(%)
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/TN(%)
B.1.17.7	O-11	Line Sharing/TN(%)
B.1.17.8	O-11	2W Analog Loop Design/TN(%)
B.1.17.9	O-11	2W Analog Loop Non-Design/TN(%)
B.1.17.10	O-11	2W Analog Loop w/INP Design/TN(%)
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)
B.1.17.12	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.17.14	O-11	Other Design/TN(%)
B.1.17.15	O-11	Other Non-Design/TN(%)

**Benchmark /
Analog**

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	53				YES
		100.00%	68				YES
		100.00%	71				YES

		99.62%	2,388				YES
		47.62%	21				NO
		100.00%	42				YES
		99.60%	506				YES
		100.00%	117				YES
		100.00%	27				YES
		100.00%	235				YES

		100.00%	8				YES
		96.90%	452				YES
		77.53%	396				NO
		97.08%	240				YES
		95.95%	74				YES
		97.10%	345				YES
		89.04%	301				NO
		75.69%	144				NO
		100.00%	232				YES
		96.72%	244				YES
		100.00%	423				YES

		86.69%	3,690				NO
		96.70%	91				YES
		33.33%	12				NO
		53.53%	170				NO
		100.00%	53				YES
		73.53%	68				NO

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B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN(days)
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN(days)
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN(days)
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days)
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN(days)
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days)
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days)
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days)
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN(days)
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN(days)
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN(days)
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN(days)
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN(days)
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN(days)
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN(days)
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN(days)
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN(days)
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN(days)
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN(days)
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN(days)
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN(days)
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN(days)
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)

Benchmark /
Analog

R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
Design
Design
Design
Design
R&B
R&B
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)
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R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
11.93	83			20.716			
3.48	264	4.55	172	3.893	0.38142	-2.8053	NO
3.10	73			1.641			
		4.00	1				
14.18	377	10.86	116	9.294	0.98682	3.3644	YES
1.52	488			2.949			
18.00	1			0.000			
0.33	1			0.000			
3.48	264			3.893			
3.10	73	3.45	44	1.641	0.31325	-1.1173	YES
5.27	24,886	5.00	165	6.505	0.50811	0.5285	YES
5.27	24,886			6.505			
10.11	82	6.00	1	12.520	12.59571	0.3263	YES
10.11	82			12.520			
5.28	24,419			6.406			
1.50	129,374			5.105			
9.59	74			12.382			
5.27	24,886	5.00	1	6.505	6.50543	0.0413	YES
5.27	24,886			6.505			
10.11	82			12.520			
10.11	82			12.520			
5.28	24,419			6.406			
1.50	129,374			5.105			
9.59	74			12.382			
5.27	24,886	4.83	128	6.505	0.57647	0.7608	YES
5.27	24,886			6.505			
10.11	82	4.00	1	12.520	12.59571	0.4851	YES
10.11	82			12.520			
5.28	24,419			6.406			
1.50	129,374			5.105			
9.59	74			12.382			
29.23	1,718	7.79	54	44.685	6.17563	3.4717	YES
12.27	392			22.078			
161.00	1			0.000			
2.35	17			2.693			
5.27	24,886	7.22	9	6.505	2.16883	-0.9008	YES
0.85	295,165	0.33	2	3.457	2.44419	0.2138	YES
10.11	82			12.520			
1.75	47			1.989			
5.28	24,419			6.406			
0.85	293,871	0.33	2	3.455	2.44271	0.2122	YES
9.59	74			12.382			
0.33	2			0.000			
5.28	24,419	4.00	1	6.406	6.40583	0.1996	YES
0.85	293,871	0.53	303	3.455	0.19856	1.6030	YES
9.59	74			12.382			
0.33	2	0.50	4	0.000	0.00000		NO

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B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN(days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN(days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN(days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN(days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN(days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN(days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN(days)
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN(days)
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN(days)
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN(days)
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN(days)
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN(days)
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN(days)
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN(days)
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN(days)
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN(days)
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN(days)
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN(days)
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN(days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN(days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN(days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN(days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN(days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN(days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN(days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN(days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN(days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN(days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN(days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN(days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN(days)
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN(days)
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN(days)
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN(days)
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN(days)
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN(days)
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN(days)
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN(days)
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN(days)
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN(days)
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN(days)
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN(days)
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN(days)
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN(days)
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN(days)
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN(days)
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN(days)
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN(days)
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN(days)
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN(days)
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN(days)
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN(days)
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN(days)
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN(days)
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN(days)
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN(days)
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN(days)
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN(days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN(days)
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN(days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B - Disp	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	7.52	145	0.00	0	7.640			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	8.69	16	0.00	0	14.018			YES
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
R&B - Disp	7.52	145	0.00	0	7.640			YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	8.69	16	0.00	0	14.354			YES
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B (POTS) excl SB Or	7.52	145			7.640			
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	8.69	16			14.018			
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
R&B - Disp	7.52	145	0.00	0	7.640			YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	8.69	16	0.00	0	14.354			YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	7.52	145			7.640			
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	8.69	16			14.018			
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
Design	48.38	16	0.00	0	72.186			YES
Design	0.00	0	0.00	0				YES
Design	19.25	4	0.00	0	13.720			YES
Design	0.00	0						
Design	0.00	0						
Design	0.00	0						
R&B	7.52	145	0.00	0	7.640			YES
R&B	0.00	0	0.00	0				YES
R&B	8.69	16	0.00	0	14.018			YES
R&B	0.00	0						
R&B	0.00	0						
R&B	0.00	0						
R&B (POTS)	7.52	145	0.00	0	7.640			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	8.69	16	0.00	0	14.018			YES
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	7.52	145	0.00	0	7.640			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	8.69	16	0.00	0	14.018			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop < DS1	3.00	2	0.00	0	0.000			YES
Digital Loop < DS1			0.00	0				
Digital Loop < DS1			0.00	0				
Digital Loop < DS1			0.00	0				

Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
3.33	3	0.00	0	1.155			YES
0.00	0	0.00	0				YES
272.50	2	0.00	0	181.726			YES

B.2.5.1

R&B (POTS)

```

R&B (POTS)
DS1/ DS3 - Interoffice
R&B
R&B&D - Disp
ADSL to Retail
ISDN - BRI
ADSL to Retail
R&B - Disp
R&B (POTS) excl SB
R&B - Disp
R&B (POTS) excl SB
R&B - Disp
R&B (POTS) excl SB
Design
R&B
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop >= DS1

```

0.57%	336,457						
47.06%	971	0.00%	3		0.28862	1.6307	YES
0.57%	338,338	0.42%	5,030		0.00107	1.4488	YES
7.32%	31,187						
13.33%	3,661	1.54%	259		0.02185	5.3926	YES
9.80%	918	0.81%	124		0.02845	3.1625	YES
13.33%	3,661	0.00%	46		0.05043	2.6433	YES
0.57%	338,338	3.88%	258		0.00470	-7.0278	NO
1.12%	171,854	0.00%	1		0.10503	0.1062	YES
0.57%	338,338	0.00%	1		0.07547	0.0759	YES
1.12%	171,854						
0.57%	338,338	0.00%	928		0.00248	2.3090	YES
1.12%	171,854						
14.55%	2,385	3.01%	133		0.03141	3.6740	YES
0.57%	338,338	0.00%	12		0.02179	0.2629	YES
0.57%	336,457	0.00%	2		0.05322	0.1071	YES
0.57%	336,457	0.00%	368		0.00393	1.4514	YES
12.07%	464	1.49%	335		0.02336	4.5284	YES
52.81%	231	26.92%	130		0.05473	4.7303	YES

B.2.6.1

Diagnostic

[illegible]

							Diagnostic
		0.00%	1				Diagnostic
		47.37%	19				Diagnostic
		54.55%	33				Diagnostic
							Diagnostic
		52.00%	25				Diagnostic
		0.00%	1				Diagnostic
		5.00%	1,237				Diagnostic
							Diagnostic
		60.00%	20				Diagnostic
							Diagnostic
		0.00%	658				Diagnostic
		55.32%	47				Diagnostic
		44.44%	90				Diagnostic

B 281

≥ 48 hrs

[illegible]

		61.09	11				YES
		27.03	98				NO
		336.00	1				YES
		158.40	5				YES

BellSouth Monthly State Summary

Tennessee, August 2001

B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)
B.2.8.14	P-2	Other Design/TN(hours)
B.2.8.15	P-2	Other Non-Design/TN(hours)
B.2.8.16	P-2	INP (Standalone)/TN(hours)
B.2.8.17	P-2	LNP (Standalone)/TN(hours)
B.2.8.18	P-2	Digital Loop < DS1/TN(hours)
B.2.8.19	P-2	Digital Loop >= DS1/TN(hours)

Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/TN(hours)
B.2.9.2	P-2	Local Interoffice Transport/TN(hours)
B.2.9.3	P-2	Loop + Port Combinations/TN(hours)
B.2.9.4	P-2	Combo Other/TN(hours)
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)
B.2.9.6	P-2	UNE ISDN/TN(hours)
B.2.9.7	P-2	Line Sharing/TN(hours)
B.2.9.8	P-2	2W Analog Loop Design/TN(hours)
B.2.9.9	P-2	2W Analog Loop Non-Design/TN(hours)
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN(hours)
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN(hours)
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN(hours)
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)
B.2.9.14	P-2	Other Design/TN(hours)
B.2.9.15	P-2	Other Non-Design/TN(hours)
B.2.9.16	P-2	INP (Standalone)/TN(hours)
B.2.9.17	P-2	LNP (Standalone)/TN(hours)
B.2.9.18	P-2	Digital Loop < DS1/TN(hours)
B.2.9.19	P-2	Digital Loop >= DS1/TN(hours)

% Jeopardy Notice >= 48 hours - Mechanized

B.2.10.1	P-2	Switch Ports/TN(%)
B.2.10.2	P-2	Local Interoffice Transport/TN(%)
B.2.10.3	P-2	Loop + Port Combinations/TN(%)
B.2.10.4	P-2	Combo Other/TN(%)
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.10.6	P-2	UNE ISDN/TN(%)
B.2.10.7	P-2	Line Sharing/TN(%)
B.2.10.8	P-2	2W Analog Loop Design/TN(%)
B.2.10.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN(%)
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.10.14	P-2	Other Design/TN(%)
B.2.10.15	P-2	Other Non-Design/TN(%)
B.2.10.16	P-2	INP (Standalone)/TN(%)
B.2.10.17	P-2	LNP (Standalone)/TN(%)
B.2.10.18	P-2	Digital Loop < DS1/TN(%)
B.2.10.19	P-2	Digital Loop >= DS1/TN(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	P-2	Switch Ports/TN(%)
B.2.11.2	P-2	Local Interoffice Transport/TN(%)
B.2.11.3	P-2	Loop + Port Combinations/TN(%)
B.2.11.4	P-2	Combo Other/TN(%)
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.11.6	P-2	UNE ISDN/TN(%)
B.2.11.7	P-2	Line Sharing/TN(%)
B.2.11.8	P-2	2W Analog Loop Design/TN(%)
B.2.11.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN(%)
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)

Benchmark / Analog

>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs

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95% >= 48 hrs
95% >= 48 hrs
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		224.43	37				YES
		168.00	5				YES
		226.76	29				YES

							Diagnostic
							Diagnostic
		240.00	2				Diagnostic
							Diagnostic
		82.31	42				Diagnostic
		338.67	18				Diagnostic
							Diagnostic
		165.60	10				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		150.60	56				Diagnostic
							Diagnostic
		226.50	64				Diagnostic
							Diagnostic
							Diagnostic
		283.38	26				Diagnostic
		214.80	40				Diagnostic

							NO
		72.73%	11				
							NO
		0.00%	98				YES
		100.00%	1				
							YES
		100.00%	5				
		97.30%	37				YES
		80.00%	5				NO
		96.55%	29				YES

							Diagnostic
							Diagnostic
		100.00%	2				Diagnostic
							Diagnostic
		75.00%	42				Diagnostic
		100.00%	18				Diagnostic
							Diagnostic
		100.00%	10				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

Diagnostic
Diagnostic
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Diagnostic
Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		0.00%	56				Diagnostic
							Diagnostic
		95.31%	64				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		96.15%	26				Diagnostic
		92.50%	40				Diagnostic

B.2.12.1	P-7	Loops with INP/TN(%)
B.2.12.2	P-7	Loops with LNP/TN(%)

		99.49%	783				YES
--	--	--------	-----	--	--	--	-----

B.2.13.1	P-7A	Time-Specific SL1/TN(%)
B.2.13.2	P-7A	Time-Specific SL2/TN(%)
B.2.13.3	P-7A	Non-Time Specific SL1/TN(%)
B.2.13.4	P-7A	Non-Time Specific SL2/TN(%)

		0.00%	227				YES
		0.00%	32				YES

B.2.14.1	P-7A	Time-Specific SL1/TN(%)
B.2.14.2	P-7A	Time-Specific SL2/TN(%)
B.2.14.3	P-7A	Non-Time Specific SL1/TN(%)
B.2.14.4	P-7A	Non-Time Specific SL2/TN(%)

		96.48%	227				YES
		100.00%	32				YES

B.2.15.1	P-7A	Time-Specific SL1/TN(%)
B.2.15.2	P-7A	Time-Specific SL2/TN(%)
B.2.15.3	P-7A	Non-Time Specific SL1/TN(%)
B.2.15.4	P-7A	Non-Time Specific SL2/TN(%)

		3.52%	227				YES
		0.00%	32				YES

B.2.16.1	P-7B	Loops with INP/TN(time units)
B.2.16.2	P-7B	Loops with LNP/TN(time units)

							Diagnostic
							Diagnostic

B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN(%)
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN(%)
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN(%)
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN(%)

		3.19%	690			YES

B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN(%)
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN(%)
B.2.18.1.2	P-3	Switch Ports/≥10 circuits/Dispatch/TN(%)
B.2.18.1.2.2	P-3	Switch Ports/≥10 circuits/Non-Dispatch/TN(%)
B.2.18.2.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(%)
B.2.18.2.2.1	P-3	Local Interoffice Transport/≥10 circuits/Dispatch/TN(%)
B.2.18.2.2.2	P-3	Local Interoffice Transport/≥10 circuits/Non-Dispatch/TN(%)
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN(%)
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)
B.2.18.3.2.1	P-3	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.18.3.2.2	P-3	Loop + Port Combinations/≥10 circuits/Non-Dispatch/TN(%)
B.2.18.3.2.3	P-3	Loop + Port Combinations/≥10 circuits/Switch Based Orders/TN(%)
B.2.18.3.2.4	P-3	Loop + Port Combinations/≥10 circuits/Dispatch In/TN(%)
B.2.18.4.1	P-3	Combo Other/<10 circuits/Dispatch/TN(%)
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN(%)
B.2.18.4.2.1	P-3	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.18.4.2.4	P-3	Combo Other/≥10 circuits/Dispatch In/TN(%)
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)

R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
DS1/DS3
DS1/DS3
R&B
R&B
R&B
R&B
R&B
R&B
R&B
R&B
R&B
R&B

R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retain
ADSL to Retain

6.23%	27,585						
0.22%	308,052						
7.87%	89						
0.00%	2						
2.21%	905	0.00%	3		0.08502	0.2599	YES
6.14%	28,061	10.41%	269		0.01471	-2.8993	NO
0.22%	309,383	0.46%	4,757		0.00068	-3.5691	NO
0.00%	165,194	0.00%	2,169		0.00009	0.1972	YES
0.47%	144,193	0.85%	2,588		0.00135	-2.8286	NO
7.22%	97	20.00%	5		0.11867	-1.0773	YES
0.00%	53	0.00%	1		0.00000		YES
0.00%	21	0.00%	1		0.00000		YES
0.00%	32						
6.10%	29,792						
7.14%	98						
5.10%	3,449	1.12%	269		0.01393	2.8625	YES
0.00%	136						

BellSouth Monthly State Summary
Tennessee, August 2001

B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN(%)
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN(%)
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN(%)
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN(%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN(%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN(%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN(%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN(%)
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Benchmark / Analog

ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
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R&B (POTS) excl SB Or
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R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
Design
Design
Design
Design
R&B
R&B
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00%	7	0.00%	1		0.00000		YES
10.39%	385	5.96%	151		0.02930	1.5118	YES
1.81%	498						
5.10%	3,449						
0.00%	136	0.00%	46		0.00000		YES
0.00%	7						
6.14%	28,061	3.65%	274		0.01458	1.7109	YES
6.14%	28,061						
7.22%	97	0.00%	1		0.26009	0.2775	YES
7.22%	97						
6.23%	27,584	100.00%	1		0.24167	-3.8801	NO
0.46%	143,468						
7.87%	89						
6.14%	28,061	0.00%	2		0.16980	0.3618	YES
6.14%	28,061						
7.22%	97						
7.22%	97						
6.23%	27,584						
0.46%	143,468						
7.87%	89						
6.14%	28,061	0.35%	284		0.01432	4.0456	YES
6.14%	28,061						
7.22%	97	0.00%	1		0.26009	0.2775	YES
7.22%	97						
6.23%	27,584						
0.46%	143,468						
7.87%	89						
5.30%	1,735	1.32%	152		0.01896	2.1033	YES
1.75%	399						
0.00%	1						
0.00%	18						
6.14%	28,061	10.00%	10		0.07595	-0.5077	YES
0.22%	309,383	0.00%	2		0.03304	0.0662	YES
7.22%	97						
0.00%	53						
6.23%	27,585						
0.22%	308,052	0.00%	2		0.03294	0.0660	YES
7.87%	89						
0.00%	2						
6.23%	27,585	0.00%	2		0.17089	0.3644	YES
0.22%	308,052	0.00%	337		0.00254	0.8566	YES
7.87%	89						
0.00%	2	0.00%	5		0.00000		YES
7.96%	201	3.00%	367		0.02375	2.0895	YES
0.00%	217						
		0.00%	1				
11.04%	154	11.68%	214		0.03311	-0.1943	YES
2.56%	39						

R&B (POTS)

7.31%	23,695						
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B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	3.49%	266,855							
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	9.78%	92							
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	2							
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)	DS1/DS3	0.49%	816	0.00%	2		0.04944	0.0991	YES	
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(%)	DS1/DS3									
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN(%)	DS1/DS3									
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(%)	DS1/DS3									
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN(%)	R&B	7.26%	23,955	9.80%	204		0.01824	-1.3974	YES	
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)	R&B	3.48%	267,915	4.63%	3,261		0.00323	-3.5691	NO	
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)	R&B	3.55%	111,846	4.08%	1,202		0.00537	-0.9733	YES	
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)	R&B	3.46%	133,201	4.95%	2,059		0.00406	-3.6733	NO	
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)	R&B	8.41%	107	0.00%	2		0.19809	0.4246	YES	
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	50	0.00%	4		0.00000		YES	
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)	R&B	0.00%	28							
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)	R&B	0.00%	22	0.00%	4		0.00000		YES	
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN(%)	R&B&D - Disp	6.83%	26,573							
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN(%)	R&B&D - Disp									
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN(%)	R&B&D - Disp	8.77%	114							
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN(%)	R&B&D - Disp									
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)	ADSL to Retail	10.22%	3,805	4.40%	318		0.01768	3.2915	YES	
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	12.98%	131							
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	33.33%	6	0.00%	1		0.50918	0.6547	YES	
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)	ADSL to Retail									
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN(%)	ISDN - BRI	7.20%	403	8.79%	91		0.02999	-0.5319	YES	
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.50%	401							
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN(%)	ISDN - BRI	33.33%	3							
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.00%	1							
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN(%)	ADSL to Retail	10.22%	3,805							
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	12.98%	131	0.00%	62		0.05180	2.5051	YES	
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	33.33%	6							
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)	ADSL to Retail									
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	7.26%	23,955	8.78%	262		0.01611	-0.9454	YES	
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.26%	23,955							
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	8.41%	107							
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	8.41%	107							
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	7.30%	23,692							

Benchmark / Analog

R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
8.41%	107						
0.00%	50						
7.31%	23,695						
3.49%	266,855	0.00%	1		0.18356	0.1902	YES
9.78%	92						
0.00%	2						
7.31%	23,695						
3.49%	266,855						
9.78%	92						
0.00%	2						
2.35%	426	5.47%	311		0.01129	-2.7619	NO
0.79%	126						
		0.00%	1				
5.00%	140	1.95%	205		0.02390	1.2759	YES
2.27%	44						

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN(hours)
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.1.1.2	P-5	Switch Ports/>=10 circuits/Dispatch/TN(hours)
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN(hours)
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN(hours)
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN(hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN(hours)
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN(hours)
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN(hours)
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)

R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
R&B
R&B
R&B
R&B
R&B
R&B
R&B
R&B &D - Disp
R&B &D - Disp
R&B &D - Disp
R&B &D - Disp
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB
R&B (POTS) excl SB
R&B (POTS) excl SB
R&B (POTS) excl SB
R&B - Disp

1.32	17,843			10.193			
1.28	257,665			6.077			
5.00	68			34.434			
0.75	2			0.042			
79.49	720			245.067			
1.44	18,117	0.26	233	11.354	0.74858	1.5841	YES
1.29	258,642	0.86	4,131	6.603	0.10354	4.1786	YES
1.71	127,295	0.80	1,800	8.372	0.19873	4.5877	YES
0.88	131,351	0.90	2,331	4.192	0.08759	-0.2308	YES
4.73	72	0.02	4	33.469	17.19301	0.2739	YES
3.85	52	0.40	1	16.052	16.20561	0.2131	YES
0.73	21	0.40	1	0.262	0.26765	1.2151	YES
5.97	31			20.652			
9.16	19,264			93.893			
4.73	72			33.469			
1.71	3,141			12.813			
2.37	123			13.890			
0.34	5			0.447			
32.92	302	40.67	4	51.884	26.11334	-0.2969	YES
3.08	442			10.743			
1.71	3,141			12.813			
2.37	123			13.890			
0.34	5			0.447			
1.44	18,117	39.85	114	11.354	1.06672	-35.9985	NO
1.44	18,117			11.354			
4.73	72			33.469			
4.73	72			33.469			
1.32	17,842			10.193			
0.88	130,764			4.025			
5.00	68			34.434			
1.44	18,117			11.354			

B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch In/TN(hours)
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch In/TN(hours)
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.14.2.1	P-5	Other Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.14.2.2	P-5	Other Design/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.15.2.1	P-5	Other Non-Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.15.2.2	P-5	Other Non-Design/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN(hours)
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN(hours)
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.18.2.1	P-5	Digital Loop < DS1/>>=10 circuits/Dispatch/TN(hours)
B.2.21.18.2.2	P-5	Digital Loop < DS1/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN(hours)
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>>=10 circuits/Dispatch/TN(hours)
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>>=10 circuits/Non-Dispatch/TN(hours)

B.2.22.1.1.1	P-5	Switch Ports<10 circuits/Dispatch/TN(hours)
B.2.22.1.1.2	P-5	Switch Ports<10 circuits/Non-Dispatch/TN(hours)
B.2.22.1.1.2	P-5	Switch Ports>=10 circuits/Dispatch/TN(hours)
B.2.22.1.2.2	P-5	Switch Ports>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.2.1.1	P-5	Local Interoffice Transport<10 circuits/Dispatch/TN(hours)
B.2.22.2.1.2	P-5	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(hours)
B.2.22.2.2.1	P-5	Local Interoffice Transport>=10 circuits/Dispatch/TN(hours)
B.2.22.2.2.2	P-5	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.3.1.1	P-5	Loop + Port Combinations<10 circuits/Dispatch/TN(hours)
B.2.22.3.1.2	P-5	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(hours)
B.2.22.3.1.3	P-5	Loop + Port Combinations<10 circuits/Switch Based Orders/TN(hours)
B.2.22.3.1.4	P-5	Loop + Port Combinations<10 circuits/Dispatch In/TN(hours)
B.2.22.3.2.1	P-5	Loop + Port Combinations>=10 circuits/Dispatch/TN(hours)
B.2.22.3.2.2	P-5	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.3.2.3	P-5	Loop + Port Combinations>=10 circuits/Switch Based Orders/TN(hours)
B.2.22.3.2.4	P-5	Loop + Port Combinations>=10 circuits/Dispatch In/TN(hours)
B.2.22.4.1.1	P-5	Combo Other<10 circuits/Dispatch/TN(hours)
B.2.22.4.1.4	P-5	Combo Other<10 circuits/Dispatch In/TN(hours)
B.2.22.4.2.1	P-5	Combo Other>=10 circuits/Dispatch/TN(hours)
B.2.22.4.2.4	P-5	Combo Other>=10 circuits/Dispatch In/TN(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B - Disp	1.44	18,117			11.354			
R&B - Disp	4.73	72			33.469			
R&B - Disp	4.73	72			33.469			
R&B (POTS) excl SB Or	1.32	17,842			10.193			
R&B (POTS) excl SB Or	0.88	130,764			4.025			
R&B (POTS) excl SB Or	5.00	68			34.434			
R&B (POTS) excl SB Or								
R&B - Disp	1.44	18,117	17.27	79	11.354	1.28018	-12.3617	NO
R&B - Disp	1.44	18,117			11.354			
R&B - Disp	4.73	72			33.469			
R&B - Disp	4.73	72			33.469			
R&B (POTS) excl SB Or	1.32	17,842			10.193			
R&B (POTS) excl SB Or	0.88	130,764			4.025			
R&B (POTS) excl SB Or	5.00	68			34.434			
R&B (POTS) excl SB Or								
Design	130.53	1,151			360.498			
Design	353.42	206			690.855			
Design								
Design	0.70	17			0.560			
R&B	1.44	18,117			11.354			
R&B	1.29	258,642			6.603			
R&B	4.73	72			33.469			
R&B	3.85	52			16.052			
R&B (POTS)	1.32	17,843			10.193			
R&B (POTS)	1.28	257,665			6.077			
R&B (POTS)	5.00	68			34.434			
R&B (POTS)	0.75	2			0.042			
R&B (POTS)	1.32	17,843	1.78	7	10.193	3.85327	-0.1186	YES
R&B (POTS)	1.28	257,665	69.70	307	6.077	0.34701	-197.1748	NO
R&B (POTS)	5.00	68			34.434			
R&B (POTS)	0.75	2	313.47	1	0.042	0.05193	-6022.0474	NO
Digital Loop < DS1	87.28	133	40.67	4	232.503	117.98664	0.3950	YES
Digital Loop < DS1	47.32	4			42.129			
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop >= DS1	154.35	87	25.47	48	374.357	67.30884	1.9148	YES
Digital Loop >= DS1	301.91	10			706.283			
Digital Loop >= DS1								
Digital Loop >= DS1								

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B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)	Diagnostic		41.80	166	Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN(hours)	Diagnostic		48.78	122	Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic		14.60	39	Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)	Diagnostic		46.44	125	Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic		16.67	1	Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)	Diagnostic				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)	Diagnostic				Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)	Diagnostic		51.96	2	Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)	Diagnostic				Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(hours)	Diagnostic				Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)	Diagnostic		34.65	146	Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic		20.07	1	Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)	Diagnostic				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours)	Diagnostic				Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)	Diagnostic		53.46	20	Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN(hours)	Diagnostic		29.83	7	Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic		14.00	2	Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic		14.00	2	Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN(hours)	Diagnostic		11.80	12	Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic		19.29	287	Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)	Diagnostic				Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic				

Total Service Order Cycle Time - Mechanized

04/26/2002

**Benchmark /
Analog**

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B.2.25.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.25.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.25.1.2	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.25.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.25.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/TN(days)
B.2.25.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(days)
B.2.25.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)
B.2.25.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)
B.2.25.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.25.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.25.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.25.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.25.4.1.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B.2.25.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
B.2.25.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/TN(days)
B.2.25.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
B.2.25.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
B.2.25.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)
B.2.25.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)
B.2.25.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/TN(days)
B.2.25.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN(days)
B.2.25.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/TN(days)
B.2.25.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/TN(days)
B.2.25.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)
B.2.25.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)
B.2.25.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)
B.2.25.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(days)
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(days)
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/TN(days)
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/TN(days)
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/TN(days)
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/TN(days)
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/TN(days)

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**Benchmark /
Analog**

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							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		17.50	2				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		3.50	14				Diagnostic
		3.23	181				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		6.97	125				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		13.19	93				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)
B.2.26.7.2.1	P-10	Line Sharing/≥10 circuits/Dispatch/TN(days)
B.2.26.7.2.2	P-10	Line Sharing/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.8.2.1	P-10	2W Analog Loop Design/≥10 circuits/Dispatch/TN(days)
B.2.26.8.2.2	P-10	2W Analog Loop Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/≥10 circuits/Dispatch/TN(days)
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/TN(days)
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN(days)
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.14.2.1	P-10	Other Design/≥10 circuits/Dispatch/TN(days)
B.2.26.14.2.2	P-10	Other Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.15.2.1	P-10	Other Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.26.15.2.2	P-10	Other Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.26.16.2.1	P-10	INP (Standalone)/≥10 circuits/Dispatch/TN(days)
B.2.26.16.2.2	P-10	INP (Standalone)/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.26.17.2.1	P-14	LNP (Standalone)/≥10 circuits/Dispatch/TN(days)
B.2.26.17.2.2	P-14	LNP (Standalone)/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)
B.2.26.18.2.1	P-10	Digital Loop < DS1/≥10 circuits/Dispatch/TN(days)
B.2.26.18.2.2	P-10	Digital Loop < DS1/≥10 circuits/Non-Dispatch/TN(days)
B.2.26.19.1.1	P-10	Digital Loop ≥ DS1/<10 circuits/Dispatch/TN(days)
B.2.26.19.1.2	P-10	Digital Loop ≥ DS1/<10 circuits/Non-Dispatch/TN(days)
B.2.26.19.2.1	P-10	Digital Loop ≥ DS1/≥10 circuits/Dispatch/TN(days)
B.2.26.19.2.2	P-10	Digital Loop ≥ DS1/≥10 circuits/Non-Dispatch/TN(days)

B.2.28.1.1.1	P-10	Switch Ports</10 circuits/Dispatch/TN(days)
B.2.28.1.1.2	P-10	Switch Ports</10 circuits/Non-Dispatch/TN(days)
B.2.28.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.28.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.28.2.1.1	P-10	Local Interoffice Transport</10 circuits/Dispatch/TN(days)
B.2.28.2.1.2	P-10	Local Interoffice Transport</10 circuits/Non-Dispatch/TN(days)
B.2.28.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)
B.2.28.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			5.67	33				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			9.01	94				Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.01	103				Diagnostic
Diagnostic								Diagnostic
Diagnostic			9.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.31	13				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			12.33	6				Diagnostic
Diagnostic			1.50	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			1.50	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			13.00	1				Diagnostic
Diagnostic			1.36	114				Diagnostic
Diagnostic								Diagnostic
Diagnostic			2.67	2				Diagnostic
Diagnostic			9.84	203				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			7.70	92				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

[illegible]

B.2.28.3.1.1	P-10	Loop + Port Combinations/ <10 circuits/Dispatch/TN(days)	Diagnostic	1.80	42	Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic	0.33	1	Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.4.1.1	P-10	Combo Other/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.4.1.2	P-10	Combo Other/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.4.2.1	P-10	Combo Other/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.4.2.2	P-10	Combo Other/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.14.1.1	P-10	Other Design/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.14.1.2	P-10	Other Design/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.14.2.1	P-10	Other Design/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.14.2.2	P-10	Other Design/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/ <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/ <10 circuits/Non-Dispatch/TN(days)	Diagnostic	3.93	72	Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/ ≥ 10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/ ≥ 10 circuits/Non-Dispatch/TN(days)	Diagnostic			Diagnostic
B.2.28.18.1.1	P-10	Digital Loop $< DS1$ / <10 circuits/Dispatch/TN(days)	Diagnostic			Diagnostic

**Benchmark /
Analog**

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B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN(days)
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN(days)
B.2.29.1.2	P-10	Switch Ports/≥10 circuits/Dispatch/TN(days)
B.2.29.1.2.2	P-10	Switch Ports/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.2.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)
B.2.29.2.2	P-10	Local Interoffice Transport/≥10 circuits/Dispatch/TN(days)
B.2.29.2.2.2	P-10	Local Interoffice Transport/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.3.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)
B.2.29.3.2	P-10	Loop + Port Combinations/≥10 circuits/Dispatch/TN(days)
B.2.29.3.2.2	P-10	Loop + Port Combinations/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.4.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)
B.2.29.4.2	P-10	Combo Other/≥10 circuits/Dispatch/TN(days)
B.2.29.4.2.2	P-10	Combo Other/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.5.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.29.5.2	P-10	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Dispatch/TN(days)
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.6.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)
B.2.29.6.2	P-10	UNE ISDN/≥10 circuits/Dispatch/TN(days)
B.2.29.6.2.2	P-10	UNE ISDN/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.7.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)
B.2.29.7.2	P-10	Line Sharing/≥10 circuits/Dispatch/TN(days)
B.2.29.7.2.2	P-10	Line Sharing/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.8.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.8.2	P-10	2W Analog Loop Design/≥10 circuits/Dispatch/TN(days)
B.2.29.8.2.2	P-10	2W Analog Loop Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.9.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.9.2	P-10	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.10.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.10.2	P-10	2W Analog Loop w/INP Design/≥10 circuits/Dispatch/TN(days)
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.11.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.11.2	P-10	2W Analog Loop w/INP Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.12.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.12.2	P-14	2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/TN(days)
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.29.13.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.13.2	P-14	2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/TN(days)
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/≥10 circuits/Non-Dispatch/TN(days)

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